BEFORE THE CALIFORNIA PUBLIC UTILITIES COMMISSION

OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to Examine Electric Utility De-Energization of Power Lines in Dangerous Conditions	Rulemaking 18-12-005 (File December 13, 2018).

BEAR VALLEY ELECTRIC SERVICE, INC. (U 913 E)

PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT

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July 1, 2022

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PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT

In accordance with California Public Utilities Commission Decision (D.) 21-06-034 Bear Valley Electric Service, Inc. ("BVES") respectfully submits the following 2022 Pre-Season PSPS report based on the templates developed by the Commission's Safety and Enforcement Division.

Respectfully submitted,

BY: /s/ Nguyen Quan

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July 1, 2022

ATTACHMENT A

BEAR VALLEY ELECTRIC SERVICE, INC.

Public Safety Power Shutoff 2022 Pre-Season Report

Bear Valley Electric Service Inc.

U 913-E

Public Safety Power Shutoff 2022 Pre-Season Report

July 1, 2022

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Section I. Authorities

All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

a. *Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.*

   BVES: This is not applicable as BVES has not experienced any PSPS events in the subject time period or before.

b. *Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*
c. *Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014. (Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)*

Section II. Community Resource Center Plan

1. *Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*
   a. *CRC objectives (SED Additional Information.) –*
      - **BVES will make the Community Resource center available from 8:00 a.m. to 10:00 p.m., each day activated.**
      - **BVES will have representatives available to provide up to date Public Safety Power Shutoff (PSPS) information.**
   b. *CRC strategies, actions, and timing (SED Additional Information.) –*
      - **72- 48 hours before event:BVES will take inventory of all supplies and ensure back-up batteries are fully charged in case they need to**

be deployed. BVES staff to be notified they are on call for a potential PSPS event.

- **48-24 hrs. before event: – BVES will set up and deploy CRC, reach out to transportation company, reach out to our lodging contractor to ensure card is on file and lodging will be made available for customers. The CRC will be set up to provide the following services: water, Wi-Fi/internet access, First aid kits, snacks, phone charging, blankets, flashlights, Batteries for charging of medical devices, Access to cellular network services, PSPS representatives, Restrooms, Chairs, and Transportation if available.**
- **1-4 hours before event: – BVES staff will be notified when they need to report to the BVES office and will be briefed with the updated potential PSPS information.**

c. *CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.) –*

- **BVES has a contract in place with our lodging, transportation company on standby.**

d. Engagement with local populations on Access and Functional Needs (AFN) needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)

- **BVES has identified our AFN and Medical Baseline (MBL) customers through our Outage Management System (OMS) which provides BVES a report to identify any AFN and MBL customers affected.**

e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)

- **BVES has 452 AFN and MBL customers which our CRC can provide a backup battery, wireless charging, water, access to cellular network services, PSPS representatives.**
- **BVES mailed out an AFN self-certification letter to all residential customers, in order to help identify additional AFN customers who may need additional support during a PSPS event.**

f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)

- **BVES has one centrally located CRC that serves our 31 square mile service territory surrounding Big Bear Lake area which includes:**

g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)

- **Batteries**
- **Wireless charging stations**
- **Wi-Fi/internet access**
- **Water**
- **Flashlights**
- **First Aid Kits**
- **Ice**
- **Blankets**
- **PSPS Representatives**
- **Up-to-date information on outages**
- **Restrooms**
- **Chairs**
- **Transportation to and from the CRC (if available)**

h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-

- **Community Resource Centers | Bear Valley Electric Service, Inc. (bvesinc.com)**

i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)

- **BVES will evaluate current state and local public health guidance and ensure compliance. If a "safer at home" order is in place, BVES would strive to establish mobile CRC(s) and send them to neighborhoods on rotating basis If social distancing is in place, BVES would implement social distancing at the CRC(s).**

j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**
- **BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.**

k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not seek any customer feedback on CRCs.**

l. Lessons learned protocol (SED Additional Information.)
Please include the lessons learned related to CRC in Table 14 of Section VII.

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Therefore BVES did not have any lessons learned. BVES regularly reviews the**

- **BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.**

2. *The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)*

   Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)

   a. ***CRC Unique ID -***
   b. ***Location Name***
   c. ***County or Tribe***
   d. ***CRC Type***
   e. ***Standard Operation Hours***
   f. ***List of Planned Supplies***
   g. ***List of Planned Services ,***
   h. ***List of Planned AFN Services and Supplies****
   i. ***Contracted -***
   j. ***Date of Contract***
   k. ***Location Address***
   l. ***Latitude***
   m. ***Longitude***

   **** Sub-table(s) may be provided for the Lists.***

Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)	
CRC Unique ID -	BVES has one onsite outdoor CRC located at our office at: 42020 Garstin Dr., Big Bear Lake, Ca 92315
Location Name	BVES Main Headquarters
County or Tribe	San Bernardino County
CRC Type	BVES has one onsite outdoor CRC located at the BVES office at: 42020 Garstin Dr., Big Bear Lake, Ca 92315

Standard Operation Hours	BVES's CRC is open from 8:00 a.m. to 10:00 p.m., when activated for a PSPS event.
List of Planned Supplies	Water, First aid kits, Snacks, Blankets, Flashlights, and Batteries/charging for medical supplies.
List of Planned Services	Charging for medical supplies, PSPS representatives, Access to cellular network service,
List of Planned AFN Services and Supplies*	ADA accessible
Contracted	Payment information on file at local lodge.
Date of Contract	No contract required at this time
Location Address	42020 Garstin Dr., Big Bear Lake, Ca 92315
Latitude	34.24696 degrees North
Longitude	– 116.88784 degrees West

3. *The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)*

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

a. Recommendation Description –

b. Recommended Date – On going recommendations through the AFN council.

c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health, and healthcare provider) – Recommendations were provided to BVES from the AFN council

d. Adopted? Yes

e. Reasoning for Adoption/Denial – BVES adopted the definition to standardize terms across electrical utilities.

f. Initiative(s) As a Result of Recommendation

g. (Estimated) Initiative Planning Start Date

h. (Estimated) Initiative Organization Completion Date

i. (Estimated) Initiative Equipment Completion Date

j. (Estimated) Initiative Training Completion Date

k. (Estimated) Initiative Exercise Completion Date

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Table 2 - Stakeholders' CRC Recommendations on AFN Needs	
Recommendation Description	
Recommended Date	On going recommendation throughout the AFN council.
Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health, and healthcare provider	Non- profit - Recommendations were provided to BVES from the AFN council
Adopted?s	Yes
Reasoning for Adoption/Denial	BVES adopted the definition to standardize terms across electrical utilities.
Initiative(s) As a Result of Recommendation	
(Estimated) Initiative Planning Start Date	
(Estimated) Initiative Organization Completion Date	
(Estimated) Initiative Equipment Completion Date	
(Estimated) Initiative Training Completion Date	
(Estimated) Initiative Exercise Completion Date	

The recommendations BVES received from the AFN council included:

- **Standardized the definition of electricity dependent**
- **Continue execution of established communications plan focused on reaching all AFN segments**
- **Continuously improve tools to make them easier to understand and navigate, while making it easier for external organizations to access information**
- **Seek to identify new programs and resources needed to mitigate the impacts of PSPS**
- **Enhance existing programs and resources to minimize the impacts of PSPS**
- **Cultivate new partnerships and expand existing partnerships with the whole community to reach individuals with AFN**
- **Coordinate and integrate resources with State, community and utility to minimize duplication**
- **Strive to establish measurable metrics and consistent service levels**
- **Work to effectively serve and adapt to the needs of individuals with AFN before, during and after PSPS events**

Additionally, BVES has participated in the AFN Collaborative Planning Team, AFN Core Planning Team and provided executive representation on the Statewide Joint IOU AFN Advisory Council. BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Beginning in 2022, the plan will leverage the Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide six-step process. To measure progress on the implementation of the plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

4. *The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.) –*

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**

Table 3 – Prior Year PSPS CRC Usage Metrics

a. Event ID

b. Event Name/Period

c. County or Tribe – San Bernadino County

d. Date Service Area De-energized

e. Time Service Area De-energized (24-hr. clock)

f. Date CRC Opened

g. Time CRC Opened

h. Date Service Area Re-energized

i. Time Service Area Re-energized (24-hr. clock)

j. Date CRC Closed

k. Time CRC Closed

l. Total Days Opened Total Hours Opened (Integer)

m. Type of CRC (Indoor, Outdoor, Mobile)

n. Average AQI during Operation

o. Was CRC powered by Backup Generation? (yes/no)

p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)

q. If Not in Compliance with Operation Hour Requirements, Provide an Explanation

r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water "Yes", Charging Station "Yes", Cellular Network Services "Yes", Chairs "Yes", PSPS Information Representatives "Yes", Restrooms "Yes", ADA Accessible "Yes")

s. Total Number of Visitors

t. Location Address

u. Latitude (with at least five digits after decimal point)

v. Longitude (with at least five digits after decimal point)

Table 3 – Prior Year PSPS CRC Usage Metrics	
Event ID	Because BVES did not have any PSPS nor activate any CRCs there are no applicable metrics to address the below.
Event Name/Period	
County or Tribe	San Bernadino County
Date Service Area De-energized	

Time Service Area De-energized (24-hr. clock)	
Date CRC Opened	
Time CRC Opened	
Date Service Area Re-energized	
Time Service Area Re-energized (24-hr. clock)	
Date CRC Closed	
Time CRC Closed	
Total Days Opened Total Hours Opened (Integer)	
Type of CRC (Indoor, Outdoor, Mobile)	
Average AQI during Operation	
Was CRC powered by Backup Generation? (yes/no)	
Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)	
If Not in Compliance with Operation Hour Requirements, Provide an Explanation	
Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water "Yes", Charging Station "Yes", Cellular Network Services "Yes", Chairs "Yes", PSPS Information Representatives "Yes", Restrooms "Yes", ADA Accessible "Yes")	
Total Number of Visitors	
Location Address	
Latitude (with at least five digits after decimal point)	

5. *The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

Table 4 - Prior Year CRC Customer Feedback

a. Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)

b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement

c. Feedback Submission Count (for this feedback type)

d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.

e. Initiative Implementation Start Date

f. Initiative Estimated Completion Date

g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

Table 4 - Prior Year CRC Customer Feedback	
Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)	BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not distribute a customer feedback survey.
Customer Feedback Description/ Open Comments on Areas in Need of Improvement	
Feedback Submission Count (for this feedback type)	
Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.	
Initiative Implementation Start Date	
Initiative Estimated Completion Date	
Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)	

6. *The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)*

    - **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES cannot describe challenges faced when setting up a CRC. BVES closely monitors the actions of other CA utilities to incorporate their lessons learned into BVES's plans.**

Table 5 - Prior Year IOU CRC Challenges

a. Challenge Type

b. Description of Challenge

c. Initial Month and Year Challenge Discovered

d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.

e. Implementation Start Date

f. Estimated Completion Date

g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)

Table 5 - Prior Year CRC Customer Feedback	
Challenge Type	BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not distribute a customer feedback survey.
Description of Challenge	
Initial Month and Year Challenge Discovered	
Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.	
Implementation Start Date	
Estimated Completion Date	
Implementation Status As of	

MM/DD/YYYY (Planning, Implementing, or Complete)	

Section III. Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 22,430 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility. BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers. As of January 20, 2022, the CIS system identifies (223) Medical Base Line (MBL) customers marked as AFN customers.

a. *CFI objectives (SED Additional Information.)*

BVES will provide information regarding Public Safety Power Shutoff (PSPS) information through this portal for critical facilities and critical infrastructure throughout our community.

b. *CFI strategies, actions, and timing (SED Additional Information.)*

c. *CFI definition and IOU CFI contact on PSPS website (D.21-06-034, Appendix at p. A3, Sections B-1.)*

Public Safety Power Shutoff Portal | Bear Valley Electric Service, Inc. (bvesinc.com)

d. *Identification method of CFI (D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.)*

e. *Changes in CFI since prior annual report (D.21-06-034, Appendix at p. A3, Sections B-2.)*

f. *Maintenance and update process of CFI list (D.21-06-034, Appendix*

at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)

g. *Collaboration with transmission-level customers (D.21-06-034, Appendix at p. A3, Sections B-2.)*

BVES does not own or operate grid transmission-level service.

h. *Comparison of current year CFI request total with last year (D.21-06-034, Appendix at p. A3, Sections B-2.)*

i. *CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)*

j. *Engagement with local government and public safety partners on CFI identification and back-up generation need (D.20-05-051, Appendix at p. A7, Sections (f).)*

k. *Maintenance and accessibility of CFI list (D.21-06-034, Appendix at p. A3, Sections B-3.)*

l. *Consultation with local and tribal governments (D.21-06-034, Appendix at p. A3, Sections B-3.)*

m. *Coordination with CFI to maintain energization during PSPS events of varying lengths (D.19-05-042, Appendix at p.A12.)*

n. *Lessons learned protocol*

Please include the lessons learned related to CRC in Table 14 of Section VII.

2. *The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential Ordering Paragraphs 21, 30, 33 & 57.)* BVES Critical Facilities and Infrastructure Plan 06302022 pages 3-5.

    3. *Table 6 Critical Facilities and Contacts*

        a. *Facility/Infrastructure Name*

        b. *CFI Type*

        c. *CFI Address*

        d. *County/Tribe* – All are San Bernadino County

        e. *Date Identified as CFI*

        f. *Primary Point of Contact Name*

        g. *Primary Point of Contact Title*

        h. *Primary Contact Phone Number*

        i. *Primary Contact Email Address*

j. *Secondary Point of Contact Name*

k. *Secondary Point of Contact Title*

l. *Secondary Contact Phone Number*

m. *Secondary Contact Email Address*

n. *Last Date of Update on Contact Information**

o. *Indicator if CFI has been contacted with backup power needs**

p. *Date of Contact**

q. *Indicator if CFI has been assessed with backup power needs (Yes or No)**

r. *Date of Assessment**

s. *Results of Assessment**

t. *Whether or not CFI provided any needed backup power generation (Yes or No)**

***These fields are applicable to PG&E, SCE, and SDG&E only.**

Table 6 - **Critical Infrastructure Points of Contact**					
Category	**Address**	**Entity**	**Primary**	**Secondary**	**Tertiary**
Law Enforcement	477 Summit Blvd. Big Bear Lake, CA 92315	Sheriff's Department Big Bear Lake Patrol Station	Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcsd.org	Tim Nichols Lieutenant 909-677-7347 mtnichols@sbcsd.org	John Everman Sergeant (909) 361-0375 jeverman@sbcsd.org
Medical	41870 Gartsin Dr. Big Bear Lake, CA 92315	Bear Valley Community Hospital	John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 John.McKinney@bvchd.com	Megan Meadors Marketing Director and PIO 310-780-5248 megan.meadors@bvchd.com	Shelly Egerer 909-878-8214 Shelly.Egerer@bvchd.com
	909 W Big Bear Blvd. Big Bear City, CA 92314	Bear Valley Hospice	Cary Stewart 949-338-7252 admin@bearvalleyhospice.com	Administrator 909-281-2550 info@bearvalleyhospice.com	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	41090 Big Bear Blvd. Big Bear Lake, CA 92315	Big Bear Fire Department Headquarters- Station 281 41090 Big Bear Blvd	Jeff Willis Fire Chief	Mike Maltby Asst Fire Chief	Battalion Chief (909) 349-2847

			909-731-4824 jeff.willis@bigbearfire.org	909-731-4887 mmaltby@bigbearfire.org	Bparham@bigbearfire.org
City & County Facilities	39707 Big Bear Blvd. Big Bear Lake, CA 92315	City of Big Bear Lake City Hall (includes Emergency Operations Center)	Jeff Mathieu Interim City Manager Personal Cell (909) 633-1575 jeffmathieu@citybigbearlake.com	Sean Sullivan Director of Public Service (310) 993-7283 ssullivan@citybigbearlake.com	Bynette Mote City Council Member 805-233-4034 bmote@citybigbearlake.com
Communications Providers	42173 ½ Big Bear Blvd. Ste K Big Bear Lake, CA 92315	Verizon Wireless	Chris Sinner (714-669-3535) chris.sinner@verizonwireless.com Jane Whang jane.whang@verizon.com (415) 778-1022 Rex Knowles rex.knowles@verizon.com Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) andy.mills@verizonwireless.com Jesus Roman jesus.g.roman@verizon.com Office: (949) 286-7202 Cell: (805) 208-1187	Pedro Luis Carmona Store Manager Big Bear City 909-366-5115 Rudy Reyes, VP & Associate General Counsel rudy.reyes@verizon.com
		AT&T Wireless	Kevin Quinn 818-731-4000 kq8185@att.com	Doug Burchett 805-320-0088 DB1806@att.com	Agnes Luster 619-610-8641 AT2563@att.com

			Joshua Overton 209-406-6712 jo2147@att.com Joshua Mathisen jm6347@att.com John Goddard jg266q@att.com	Mark Innes 209-324-4653 mi2153@att.com Greg Cherry gc0472@att.com Kristina Cory kt7823@att.com	Robert Guess 817-550-7481 rg396a@att.com Philip Hawkins ph659n@att.com Paul Sepaniak ps1748@att.com
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	42124 Big Bear Blvd. Big Bear Lake CA 92315	Sprint	Jake Osorio 818-317-0276 SPR-Inspections@motive-energy.com	Alicia Smith 818-617-2911 SPR-Inspections@motive-energy.com	Eric Antonick (925) 852-9282
	40372 Big Bear		Robert Fisher	Jorge Fregoso	Jamie Shupe

	Blvd. Big Bear Lake, CA 92315	Charter Communications	760-674-5404 Robert.Fisher@charter.com Lynn Notarianni (720) 518-2585 lynn.notariani@charter.com Dan Gonzalez dan.gonzales@charter.com	760-688-9526 Jorge.Fregoso@charter.com Torry Somers, VP Regulatory torry.somers@charter.com 310) 765-2185	858-309-8340 Jamie.shupe@charter.com Paul Allen 626-813-8642 Paul.allen@charter.com
	42156 Big Bear Blvd. Big Bear Lake, CA 92315	T-Mobile	Saif Abdullah (714) 757.7075 saif.abdullah@t-mobile.com Steve Kukta Stephen.H.Kukta@t-mobile.com (414) 572-8358 Vivek Kurisunkal Vivek.kurisunkal@t-mobile.com	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406 Ray Robertson Raymond.Robertson43@t-mobile.com	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@t-mobile.com

Radio Stations	649 W Country Club Blvd. Big Bear City, CA 92314	KBHR	Cathy Herrick (909) 499-4825 Cathy@kbhr933.com	Rick Herrick 909-584-5247 Rick@kbhr933.com	Ben Brissey KBHR Weather Meteorologist 909-680-6278 bbrissey@bensweather.com
Utilities	41972 Garstin Dr. Big Bear Lake, CA 92315	City of Big Bear Lake Department of Water	Danny Ent 909-816-7709 dent@bbldwp.com	Jason Hall Production Supervisor 909-800-3956 jhall@bbldwp.com	Bennett Rossell 909-203-6683 brossell@bbldwp.com.
	40524 Lakeview Dr. Big Bear Lake, CA 92315	Big Bear Area Regional Wastewater Agency (BBARWA)	John Shimmin 760-808-1256 jshimmin@bbarwa.org	Troy Bermisdarfer 909-520-2835 tbemisdarfer@bbarwa.org	David Lawrence 818-581-1561 dlawrence@bbarwa.org
	139 E Big Bear Blvd. Big Bear	Big Bear City Community Services	Mary Reeves	Jerry Griffith	Donna Horn

	City, CA 92314	Department (CSD)	909-936-9521 mreeves@bbccsd.org	909-936-3372 jgriffith@bbccsd.org	909-936-0174 dhorn@bbccsd.org
		Edison (SCE)	Bryan Falconer Account Manager (626) 826-3745 Bryan.Falconer@sce.com	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 greg.ferree@sce.com
	140 Business Center Dr. Big Bear Lake, CA 92315	South West Gas (SWG)	Phillip Petteruto Superintendent Operations 909-366-4869 phillip.petteruto@swgas.com SWG Dispatch 1-877-860-6020 snvdispatch@swgas.com	Sam Pond 760-951-4030 Sam.pond@swgas.com	Ricardo Flores 818-480-8917 ricardo.flores@swgas.com Michael Clausell 760-951-4030 michael.clausell@swgas.com
	40524 Lakeview Dr. Big Bear Lake, CA 92315	Big Bear Municipal Water District (MWD)	Mike Stephenson General Manager 909-289-5157 mstephenson@bbmwd.net	Tim Bowman Facility Manager 909-809-0795 tbowman@bbmwd.net	Ricky Seward 909-241.7487 rseward@bbmwd.net
Airports			John Melissa	Ryan Goss	Diane Cartwright

	501 W Valley Blvd. Big Bear City, CA 92314	Big Bear Airport District	909-904-7700 jmelissa@flybigbear.com	909-239-5273 rgoss@flybigbear.com	Adminastrative Manager 909 856-1749 dcartwright@flybigbear.com
Schools	42271 Moonridge Rd. Big Bear Lake, CA 92315	Bear Valley Unified School District	Dr. Mary Suzuki Superintendent of Schools 909-638-6851 mary_suzuki@bearvalleyusd.org	Linda Rosado Executive Director of Business Services 760-220-8419 linda_rosado@bearvalleyusd.org	Sue Nunes Executive Assistant Sue_Nunes@bearvalleyusd.org
Resorts	880 Summit Blvd. Big Bear Lake, CA 92315	Big Bear Mountain Resorts	Mark Burnett Sr. Director Facilities 909-725-4017 Mburnett@bbmr.com	Bill Burke Director, Electrical Dept. 909-584-0254 bburke@bbmr.com	Safety Hotline 909-866-2447

4. *The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)* BVES has not denied, added, or taken away members of its critical facilities and infrastructure.

   Table 7 – List of Requests to Be CFI Over Last Two Years

   a. *Facility/Infrastructure Type*
   b. *Facility/Infrastructure Location (The city where the CFI customer is located in.)*
   c. *Date of Request*
   d. *Accepted or Denied?*
   e. *Reason for Denial*

Table 7 - Prior Year CRC Customer Feedback	
Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)	BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not distribute a customer feedback survey.
Customer Feedback Description/ Open Comments on Areas in Need of Improvement	
Feedback Submission Count (for this feedback type)	
Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.	
Initiative Implementation Start Date	
Initiative Estimated Completion Date	
Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)	

Section IV. PSPS Exercise Reports

1. *Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both TableTop Exercise (TTX) and PSPS functional exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)*

   Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

   a. *Starting Date of Exercise*
   b. *Ending Date of Exercise*
   c. *Total Hours of Exercise*
   d. *Type of Exercise (e.g., table-top, functional, full-scale)*
   e. *Region (if applicable)*
   f. *Counties*
   g. *Number of utility personnel participating in the exercise*
   h. *Number of public safety partners actively participating as a player in the exercise*
   i. *Number of AFN community representatives participating as a player in the exercise*
   j. *Total Number of Participants*

Table 8 for 2022 Functional Exercise	
Criteria	
Starting Date of Exercise	June 21, 2022
Ending Date of Exercise	June 21, 2022
Total Hours	*3.5*
Type of Exercise	Functional
Region	Big Bear Lake
Counties	*San Bernadino*
Number of Utility Personnel	*19*
Number of Public Safety Partners Actively Participating	*12*
Number of AFN Community	*unknown*

Representatives Participating	
Total Number of Participants	*42*

Table 9 - List of Exercise Participating Entities

a. *Name of Entity*

b. *Exercise Date Range*

Table 9 List of Exercise Participating Entities	
Name of Entities	City of Big Bear Lake Local Fire Department Local Sheriff Local water and communication companies SCE Local hospital and hospice Cal OES Local School District
Exercise Date Range	June 21, 2022

2. For each exercise, please provide the items below. (SED Additional Information.)

    a. *After-Action Report*

    b. *What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?*

    c. *Please provide copies of the written materials and/or links to web-based information.*

    d. *Indicate if this information is also posted in your public safety partner portal.*

Section V. Education and Outreach

1. *Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission's Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED*

Additional Information.)

Table 10 – Survey Summary – BVES 2022 survey will be completed on June 28, 2022.

a. *Period Survey Conducted*

b. *Overall Objectives*

c. *Surveyed Scope (e.g., pre-season, during-season, post-season, all) – BVES survey conducted was associated with all PSPS communications conducted throughout the year.*

d. *Methods (e.g., online, text messages, letter, telephone, in-person) – Surveys were conducted online and over the phone.*

e. *Target Audiences (e.g., residential customer, commercial, CFI, AFN) – BVES reached out to residential and business customers, including CBO's.*

f. *Total Number of Surveys Sent – BVES sent a total of 90 surveys.*

g. *Total Number of Survey Responses Received – BVES received a total of 90 responses.*

h. *Indicate if the survey was conducted in all "prevalent" languages, as defined in D.20-03-004 – Survey was conducted in English and Spanish.*

i. *If so, please list the number of "prevalent" languages used during survey – The survey was conducted in one prevalent language which was Spanish.*

j. *If not, please provide an explanation*

Table 10 Survey Summary – BVES Survey completed on June 28, 2022	
Period Survey Conducted	BVES conducted 90 surveys, from November 15, 2021, through December 15, 2021, which included 23 from critical customers.
Overall Objectives	BVES conducted the survey to gage how effective our PSPS communication is.
Surveyed Scope (e.g., pre-season, during-season, post-season, all) –	BVES survey conducted was associated with all PSPS communications conducted throughout the year.
Methods (e.g., online, text messages, letter, telephone, in-person	Surveys were conducted online and over the phone.
Target Audiences (e.g., residential customer, commercial, CFI, AFN)	BVES reached out to residential and business customers, including CBOs
Total Number of Surveys Sent	BVES sent a total of 90 surveys.

Total Number of Survey Responses Received	BVES received a total of 90 responses.
Indicate if the survey was conducted in all "prevalent" languages, as defined in D.20-03-004	Survey was conducted in English and Spanish.
If so, please list the number of "prevalent" languages used during survey	The survey was conducted in one prevalent language which was Spanish.
If not, please provide an explanation	N/A

2. *The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

3. *The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the "prevalent" languages requirement as defined in D.20-03-004. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

   BVES conducted this in English and Spanish, prevalent language is required when 1000 or more customers are surveyed.

   BVES continues to reach out to its CBO's and are invited to BVES tabletop exercises. BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.

4. *IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

   BVES concluded the most recent survey on 6-28-22

5. *IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)*

   BVES started their survey on June 14, 2022

6. *Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if*

it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)

BVES provided these costs in the POSTRS3.

7. *PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)*

8. *Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)*

BVES did not receive feedback. BVES has approximately 467 AFN and MBL customers, the BVES PSPS wildfire survey which began on June 14, 2022, includes specific AFN questions, and will be concluded on June 28, 2022. BVES sent out an AFN Self-Certification letter to all residential customers.

Table 11 - AFN Outreach Recommendations

a. Recommendation Type
b. Description of Recommendation
c. Party Name
d. Date of Recommendation
e. Incorporated into PSPS Protocols? (Yes or No)
f. Reason for Decision Made
g. Description of PSPS Protocol Change

Table 11 - AFN Outreach Recommendations	
Criteria	
Recommendation Type	
Description of Recommendation	
Party Name	
Date of Recommendation	
Incorporated into PSPS Protocols?	

(Yes or No)	
Reason for Decision Made	
Description of PSPS Protocol Change	

9. *PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)*
10. *PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)*
11. *PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)*

Section VI. Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)*

   BVES has attached our PSPS plan and emergency plan for 2022 which includes all of the following.

   a. **Notification objectives**
   b. **Notification strategies, actions, and timing**
   c. **Notification process planning and improvement**
   d. **Updated/Current Notification script and templates -**
   e. **In-language translations**
   f. **Notification methods**
   g. **Meeting notification timeline requirements**
   h. **Notification accuracy and precision**
   i. **Entity responsible for notifications**
   j. **Consistency of PSPS notification information across all platforms**
   k. **Coordination with stakeholders**
   l. **Affirmative notifications to MBL populations and any self-identified**

vulnerable populations

m. **Notification strategies on AFN population subsets**

n. **Public warning of PSPS events such as week-ahead forecasts**

o. **Notification cancellation**

p. **Transmission-level customers notification**

q. **Impacted customer information available to public safety partners from outset of PSPS**

r. **Secure portal for public safety partners**

s. **Lessons learned protocol**

Please include the lessons learned related to notification in Table 14 of Section VII.

2. *Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)*

Please see BVES's attached AFN plan which includes 467 AFN customers which are MBL customers.

Table 12 - List of Joint Efforts on AFN Notification Plan

a. Date of Joint Effort
b. Participant Type
c. Participant Name
d. AFN Subsets or Topics Discussed
e. Result/Proposal

Table 12 - List of Joint Efforts on AFN Notification Plan	
Date of Joint Effort	
Participant Type	
Participant Name	
AFN Subsets or Topics Discussed	
Result/Proposal	

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields. BVES recently sent out an AFN Self-Certification letter in order to help identify additional AFN customers in its service territory.

Table 13 AFN Population Subset Notification Plan (as of cutoff date)

a. *AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)*
b. *Subset Notification Plan*
c. *(Estimated) Initiative Planning Start Date*
d. *(Estimated) Initiative Organization Completion Date*
e. *(Estimated) Initiative Equipment Completion Date*
f. *(Estimated) Initiative Training Completion Date*
g. *(Estimated) Initiative Exercise Completion Date*

Table 13 AFN Population Subset Notification Plan (as of cutoff date)	
AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)	
Subset Notification Plan	
(Estimated) Initiative Planning Start Date	
(Estimated) Initiative Organization Completion Date	
(Estimated) Initiative Equipment Completion Date	
(Estimated) Initiative Training Completion Date	
(Estimated) Initiative Exercise Completion Date	

3. *PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3)*

how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Section VII. PSPS Event Lessons Learned

1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.) – BVES has never initiated a PSPS event in its service territory.

Table 14 – PSPS Event Lessons Learned Summary

a. Type of Issue (e.g., CRC, notification)

b. Description of Issue

c. Date of Discovery/Applicable Activation

d. Risk Priority (high, medium, low)

e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)

f. Responsive Actions (in detail)

g. Implementation Starting Date

h. Estimated Completion Date

i. Status of Action (e.g., Planning, Implementing, or Complete)

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Table 14 – PSPS Event Lessons Learned Summary	
Type of Issue (e.g., CRC, notification)	No lessons learned as BVES has not implemented any PSPS in the subject time period or previously. BVES tracks lessons learned at other utilities and adopts them as appropriate.
Description of Issue	
Date of Discovery/Applicable Activation	
Risk Priority (high, medium, low)	
Overall Resolution (Explanation of how IOU has applied lessons learned	

to its current and future PSPS activities)	
Responsive Actions (in detail)	
Implementation Starting Date	
Estimated Completion Date	
Status of Action (e.g., Planning, Implementing, or Complete)	

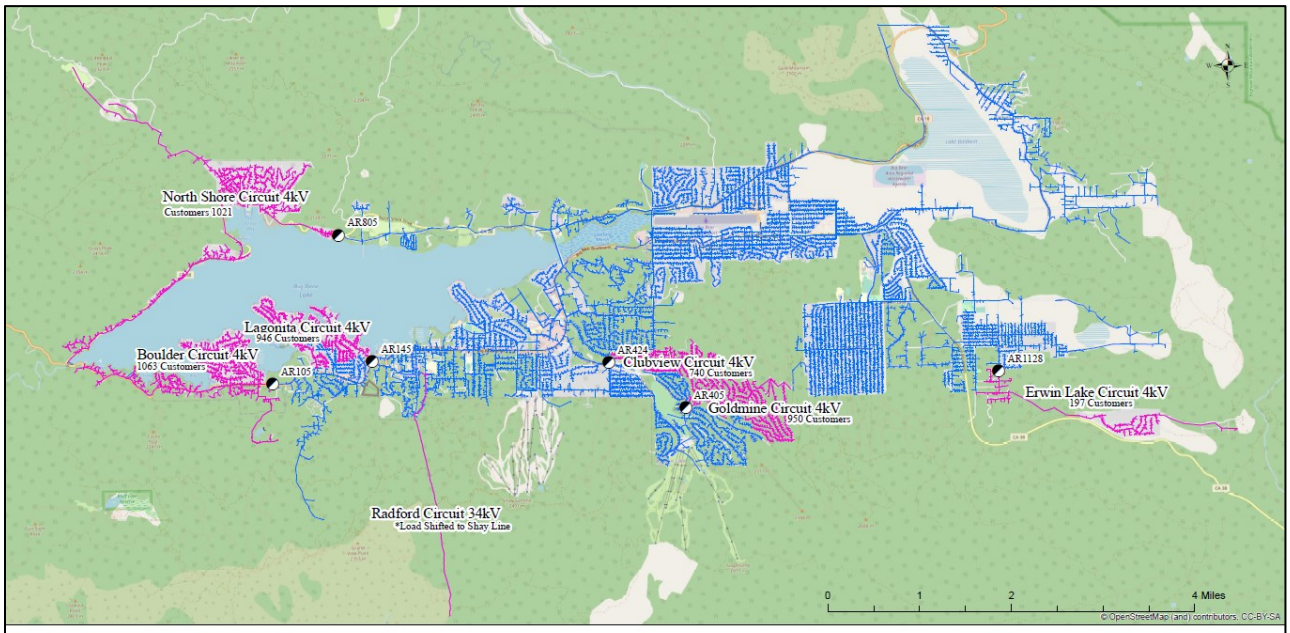
Section VIII. High Risk Circuits

1. *IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)*

   BVES has not activated any PSPS events and does not have a listing of frequently de-energized circuits. The utility has prioritized high-risk circuits for mitigation over the next ten years and does not anticipate the need to utilize the measure of last resort of initiating a proactive de-energization over time. However, there are circuits identified for de-energization in the event that PSPS triggers are met.

   These circuits are identified in the figure below.

Figure 1: High Risk Areas for PSPS Consideration and Customer Count



BVES "High Risk Areas" for PSPS Consideration

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POWERING THE MOUNTAIN SINCE 1929

Legend
- Auto-Reclosers
- De-energized Lines
- Energized Lines

2. *IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)*

Table 15 – High Risk PSPS Circuits (as of date of last update)

a. Circuit ID

b. Circuit Name

c. Segment ID (optional field)

d. Segment Name (optional filed)

e. Indicator for Distribution Line or Transmission Line

f. Number of Times De-energized (in last four calendar years)

g. Total MBL Customers

h. Total AFN Customers (including MBL)

i. Total CFI

j. Total Customers

k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)

l. Start Date of Step Implementation

m. Estimated Completion Date

Table 15 – High Risk PSPS Circuits	
Circuit ID	None – N/A – BVES does not have any circuits at high risk of PSPS. BVES has never experienced a PSPS event in its service territory.
Circuit Name	
Segment ID (optional field)	
Segment Name (optional filed)	
Indicator for Distribution Line or Transmission Line	

Number of Times De-energized (in last four calendar years)	
Total MBL Customers	
Total AFN Customers (including MBL)	
Total CFI	
Total Customers	
Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)	
Start Date of Step Implementation	
Estimated Completion Date	
Circuit ID	

Section IX Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

1. *PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)*
   Table 16 – JUPSPSWG Meetings
   a. *Date of Meeting*
   b. *Time of Meeting*
   c. *Report Name*
   d. *Webpage Link to Report*
2. *PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)*
3. *PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS)events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to*

maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)

This section is not applicable to BVES.

Appendix

Appendix A: Community Resource Center

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: PSPS Notification Protocols and Procedures Plan

Appendix D: PSPS Functional Exercise Agenda

Appendix E: PSPS Functional Exercise Scenario

Appendix F: Public Safety Power Shutoff Plan

Appendix G: Quarterly and Functional Exercise Agenda

Appendix H: Functional Exercise Wildfire Threat Situation Manual

Appendix I: Emergency & Disaster Response Plan

Appendix J: 2022 PSPS Presentation

Appendix K: 2022 Pre-Season Tables 07012022

Appendix A: Community Resource Center

BVES Community Resource Center Plan v.1

Introduction and Overview

In the case of a serious extreme fire danger conditions threaten a portion of the electric system serving a community, it may be necessary for BVES to turn off electricity in the interest of public safety. This is known as a Public Safety Power Shutoff (PSPS). Community Resource Centers (CRC) are designed to provide customers and residents, a safe, energized location to meet their basic power needs (i.e., charging cell phones and laptops and Wi-Fi access where possible), and provide additional up-to-date information in neighborhoods and communities when a PSPS event occurs.

BVES has identified suitable a suitable location for the residents/customers of BVES to collocate in the case of a PSPS. These Community Resource Centers will be community-branded, and fully funded by BVES. In addition, BVES will have dedicated staff onsite who can update contact information and answer PSPS-related questions if conditions permit.

CRC Protocol and Procedures

BVES considers PSPS as a measure of last resort, driven by a combination of extreme fire threat weather, fuel moisture, wind, and situational awareness information to protect the community against ignition threats from energized circuits. BVES will activate a PSPS if sustained wind or 3-second wind gusts exceed 55 mph and conditions are high for wildfire threat. As well as monitoring high-risk and heat advisory warnings that have been released by the National Weather Service.

Table 8.1-1: Highest Daily Wind Gust and Sustained Wind on High-Risk Days

Highest Daily Wind Gust on High-Risk Days							
Wind Gusts	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**
>55	0	0	0	0	0	0	0
50 to 54	0	0	0	0	0	0	0
40 to 49	1	0	0	0	1	1	2
30 to 39	7	7	5	6	1	5	5
20 to 29	43	78	39	64	27	65	51
<20	56	66	74	59	58	90	27
	Highest Daily Sustained Wind on High-Risk Days						
Wind Gusts, Sustained	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**
>55	0	0	0	0	0	0	0

50 to 54	0	0	0	0	0	0	0
40 to 49	0	0	0	0	0	0	0
30 to 39	0	0	0	0	0	0	1
20 to 29	7	2	6	5	3	7	4
<20	100	149	112	124	84	154	83

During a PSPS event, Bear Valley Electric Service, Inc. will set up a CRC at its Main Facility at 42020 Garstin Dr., Big Bear Lake, CA 92315 adjacent to the Warehouse. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated. The CRC shall be operable from 8:00 a.m. to 10:00 p.m. during an active PSPS event. Actual hours of operation will be coordinated and determined by the local government in cases in which early closure of a facility is required due to inability to access a facility until 10:00 p.m. As the CRC is being mobilized, BVES will conduct public outreach and published its vision for necessity of PSPS on its website. The CRC will operate as follows:

1. The Customer Service and Operations Support Supervisor and Customer Program Specialist will be in charge of the CRC.
2. The CRC will be set up and operated by:
    a. Field personnel/warehouse person will set up and assist as needed
    b. Customer Service and Operations Support Supervisor
    c. Customer Program Specialist
3. Security and Access will be conducted by the Customer Service Representatives and Operations Support Specialists.
4. Customer Service Representatives will staff an Information Booth to provide customers the latest information regarding PSPS and services available to them.
5. Customer Service Representatives will staff an Information Booth to provide customers the latest information regarding PSPS and services available to them.
6. The Customer Service and Operations Support team will ensure the CRC contains the following supplies and equipment that are stored in the CRC Storage Container to support CRC operations:
    a. Medical Equipment Access (Generators/power supplies) will be provided for Customers who are on medical devices such as oxygen, etc.
    b. Tents (2)
    c. Water
    d. Snacks (such as crackers, granola bars, etc.…)
    e. Chairs
    f. Heaters
    g. Extension cords
    h. Disposable masks (as necessary)
    i. Gloves (as necessary)
    j. Hand sanitizer (as necessary)

k. Flashlights
l. Small first aid kits
m. Blankets
n. Surge Protectors
o. Gas tank
p. Generators
q. Wireless internet access point

Although BVES has never had to implement PSPS, BVES is committed to reducing the scope, frequency, and duration of PSPS events should it be necessary, and will only implement PSPS when the safety risk of imminent fire danger is greater than the impact of de-energization. BVES is continuing to conduct PSPS preparedness training and exercises to ensure their staff stays prepared and up to date in the case of PSPS event.

CRC Protocol and Procedures for Access and Functional Needs Customers

BVES has identified the need for the annual CRC plan to detail how the utility service will provide the equitable services and supplies required to serve Medical Baseline (MBL) and Access and Functional Needs (AFN) populations as recommended by state, local, territorial, and tribal stakeholders. BVES has identified their AFN and MBL customers through the utilization of their Outage Management System (OMS) which provides BVES with a report to identify any AFN and MBL customers affected. In the annual CRC plans, the utilities must set forth the specific recommendations made by the SLTT stakeholders.

During a PSPS event, Bear Valley Electric Service, Inc. will set up a CRC at its Main Facility at 42020 Garstin Dr.,
Big Bear Lake, CA 92315 adjacent to the Warehouse. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated. All policies and procedures will still be followed as stated in the section above.

To ensure that all AFN customers are being provide equitable services BVES actively participates in the AFN
Collaborative Planning Team, AFN Core Planning Team and provided executive representation on the Statewide Joint AFN Advisory Council. BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Beginning in 2022, the plan will leverage the Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide six-step process. To measure progress on the implementation of the plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

CRC Customer Notification

In the event of a PSPS information regarding which locations are open and hours of operation is posted at https://www.bvesinc.com/safety/public-safety-power-shutoff/. BVES posts this information one day before sites are expected to open, or as soon as site details are confirmed within this one-day window. BVES now

has the capability to utilize two-way emergency text communications for wildfire threats and PSPS emergency events ONLY.

Appendix B: Critical Facilities and Infrastructure Plan

Critical Facilities and Infrastructure Plan

Introduction and Overview

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to approximately 22,600 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

BVES has a substantially smaller customer base over a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison. BVES continues work on system modifications to the Outage Management System (OMS) to allow the recording of AFN customer categories and data beyond medical baseline customers.

Critical Facilities and Infrastructure Notification Protocol and Procedures

BVES considers public safety power shutoff (PSPS) as a measure of last resort, driven by a combination of extreme fire threat weather, fuel moisture, wind, and situational awareness information to protect the community against ignition threats from energized circuits. BVES will activate a PSPS if sustained wind or 3-second wind gusts exceed 55 mph and conditions are High for wildfire threat. As well as monitoring high-risk and heat advisory warnings that have been released by the National Weather Service.

To support critical facilities, BVES has requested that critical facility providers provide updated contact information for each location, a 72-hour contact, and requested information regarding back-up generation capabilities. Throughout the preparation of a PSPS event, BVES has made significant progress to increase its notification capability toward public safety partners, local and tribal stakeholders, critical facilities and infrastructure partners, and all customers in accordance with the minimum timelines. In the event of a PSPS, BVES will conduct targeted outreach and messaging to provide additional information regarding the timeline of the PSPS.

Critical Facilities and Infrastructure Reporting Protocol and Procedures

Given the importance of these critical facilities for public safety, we provide them with advanced notifications, prioritized restoration (to the extent possible), additional communications and other resources before and during outages.

During a major outage during the PSPS event, BVES shall make it a priority to provide the following information to their Public Information Office/Customer Support Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available.

Telecommunications Coordination - during a PSPS, telecommunication providers will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily Systemwide Sync meetings/calls for the latest PSPS information

Water and Transportation Agency Coordination - during a PSPS, water service providers and transportation agencies will receive:

- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

Hospital Coordination – during a PSPS, BVES will continue to coordinate with hospital/public health agency to ensure continuity of operations solutions so facility can operate at 100% capacity.

- The main hospital is located in areas that are less likely or more likely to experience a

PSPS Public Safety Agency Coordination - during a PSPS, public safety agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Local/County Government Agency Coordination - during a PSPS, local/county government agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Resort Community Coordination - during a PSPS, public safety agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Critical Facilities and Infrastructure Restoration of Power

BVES has made significant improvements to its customer notification processes throughout its entirety. We plan to provide expected outage start and finish times at the time of first notification to customers and update relevant impact times throughout the event when appropriate and feasible. All automated notifications will be sent to all Critical Facilities and Infrastructure Partners and the notification will include the estimated time of restoration.

These notifications will be sent daily prior to de-energization through restoration. BVES provides prioritized restoration, backup power evaluation, additional communications, and other resources before and during power outages to critical facility customers, such as hospital, police and fire stations, communications services, and water providers, who provide services that are essential to public safety.

Below BVES staff have provided a list of various points of contact to notify during an active PSPS based on grid configuration and weather risk, and provided information about backup generation and resources for resiliency planning.

Critical Infrastructure Points of Contact

Category	Entity	Primary	Secondary	Tertiary
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station	Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcsd.org	Tim Nichols Lieutenant 909-677-7347 mtnichols@sbcsd.org	John Everman Sergeant (909) 361-0375 jeverman@sbcsd.org
Medical	Bear Valley Community Hospital	John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 John.McKinney@bvchd.com	Megan Meadors Marketing Director and PIO 310-780-5248 megan.meadors@bvchd.com	Shelly Egerer 909-878-8214 Shelly.Egerer@bvchd.com
	Bear Valley Hospice	Cary Stewart 949-338-7252 admin@bearvalleyhospice.com	Administrator 909-281-2550 info@bearvalleyhospice.com	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	Big Bear Fire Department Headquarters-Station 281 41090 Big Bear Blvd	Jeff Willis Fire Chief 909-731-4824 jeff.willis@bigbearfire.org	Mike Maltby Asst Fire Chief 909-731-4887 mmaltby@bigbearfire.org	Battalion Chief (909) 349-2847 Bparham@bigbearfire.org
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)	Jeff Mathieu Interim City Manager Personal Cell (909) 633-1575 jeffmathieu@citybigbearlake.com	Sean Sullivan Director of Public Service (310) 993-7283 ssullivan@citybigbearlake.com	Bynette Mote City Council Member 805-233-4034 bmote@citybigbearlake.com
Communications Providers	Verizon Wireless	Chris Sinner (714-669-3535) chris.sinner@verizonwireless.com Jane Whang jane.whang@verizon.com (415) 778-1022 Rex Knowles rex.knowles@verizon.com Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) andy.mills@verizonwireless.com Jesus Roman jesus.g.roman@verizon.com Office: (949) 286-7202 Cell: (805) 208-1187	Pedro Luis Carmona Store Manager Big Bear City 909-366-5115 Rudy Reyes, VP & Associate General Counsel rudy.reyes@verizon.com

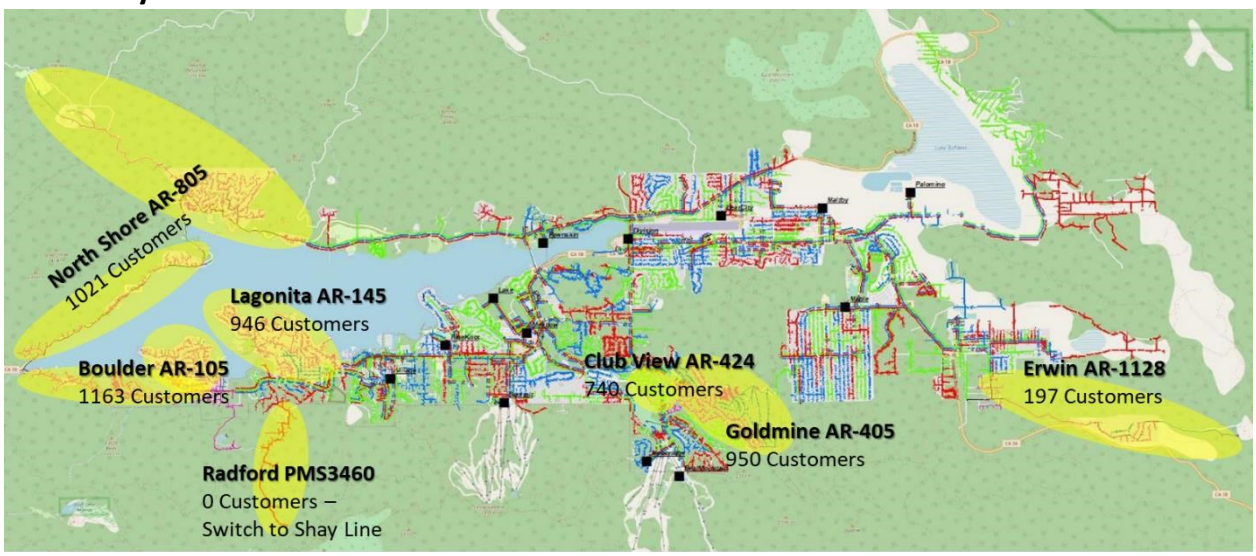
	AT&T Wireless	Kevin Quinn 818-731-4000 kq8185@att.com Joshua Overton 209-406-6712 jo2147@att.com Joshua Mathisen jm6347@att.com John Goddard jg266q@att.com	Doug Burchett 805-320-0088 DB1806@att.com Mark Innes 209-324-4653 mi2153@att.com Greg Cherry gc0472@att.com Kristina Cory kt7823@att.com	Agnes Luster 619-610-8641 AT2563@att.com Robert Guess 817-550-7481 rg396a@att.com Philip Hawkins ph659n@att.com Paul Sepaniak ps1748@att.com
	Frontier California Inc.	Bret Plaskey (909) 748-7880 bret.p.plaskey@ftr.com Charlie Born Charlie.born@ftr.com Office: (916) 686-3570 Cell: (530) 524-2371	Glenn Leckie 714-375-0415 Glenn.leckie@ftr.com Garrido, Nora nora.y.garrido@ftr.com	Bin Liang 951-723-0736 bin.liang@ftr.com Jonathan.Mejia@ftr.com

	Sprint	Jake Osorio 818-317-0276 SPR-Inspections@motive-energy.com	Alicia Smith 818-617-2911 SPR-Inspections@motiveenergy.com	Eric Antonick (925) 852-9282
	Charter Communications	Robert Fisher 760-674-5404 Robert.Fisher@charter.com Lynn Notarianni (720) 518-2585 lynn.notariani@charter.com Dan Gonzalez dan.gonzales@charter.com	Jorge Fregoso 760-688-9526 Jorge.Fregoso@charter.com Torry Somers, VP Regulatory torry.somers@charter.com 310) 765-2185	Jamie Shupe 858-309-8340 Jamie.shupe@charter.com Paul Allen 626-813-8642 Paul.allen@charter.com
	T-Mobile	Saif Abdullah (714) 757.7075 saif.abdullah@t-mobile.com Steve Kukta Stephen.H.Kukta@t-mobile.com (414) 572-8358 Vivek Kurisunkal Vivek.kurisunkal@t-mobile.com	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406 Ray Robertson Raymond.Robertson43@tmobile.com	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@t-mobile.com

Radio Stations	KBHR	Cathy Herrick (909) 499-4825 Cathy@kbhr933.com	Rick Herrick 909-584-5247 Rick@kbhr933.com	Ben Brissey KBHR Weather Meteorologist 909-680-6278 bbrissey@bensweather.com
Utilities	City of Big Bear Lake Department of Water	Danny Ent 909-816-7709 dent@bbldwp.com	Jason Hall Production Supervisor 909-800-3956 jhall@bbldwp.com	Bennett Rossell 909-203-6683 brossell@bbldwp.com.
	Big Bear Area Regional Wastewater Agency (BBARWA)	John Shimmin 760-808-1256 jshimmin@bbarwa.org	Troy Bermisdarfer 909-520-2835 tbemisdarfer@bbarwa.org	David Lawrence 818-581-1561 dlawrence@bbarwa.org
	Big Bear City Community Services Department (CSD)	Mary Reeves 909-936-9521 mreeves@bbccsd.org	Jerry Griffith 909-936-3372 jgriffith@bbccsd.org	Donna Horn 909-936-0174 dhorn@bbccsd.org
	Edison (SCE)	Bryan Falconer Account Manager (626) 826-3745 Bryan.Falconer@sce.com	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 greg.ferree@sce.com
	South West Gas (SWG)	Phillip Petteruto Superintendent Operations	Sam Pond 760-951-4030	Ricardo Flores 818-480-8917
		909-366-4869 phillip.petteruto@swgas.com SWG Dispatch 1-877-860-6020 snvdispatch@swgas.com	Sam.pond@swgas.com	ricardo.flores@swgas.com Michael Clausell 760-951-4030 michael.clausell@swgas.com
	Big Bear Municipal Water District (MWD)	Mike Stephenson General Manager 909-289-5157 mstephenson@bbmwd.net	Tim Bowman Facility Manager 909-809-0795 tbowman@bbmwd.net	Ricky Seward 909-241.7487 rseward@bbmwd.net
Airports	Big Bear Airport District	John Melissa 909-904-7700 jmelissa@flybigbear.com	Ryan Goss 909-239-5273 rgoss@flybigbear.com	Diane Cartwright Adminastrative Manager 909 856-1749 dcartwright@flybigbear.com
Schools	Bear Valley Unified School District	Dr. Mary Suzuki Superintendent of Schools 909-638-6851 mary_suzuki@bearvalleyusd.org	Linda Rosado Executive Director of Business Services 760-220-8419 linda_rosado@bearvalleyusd.org	Sue Nunes Executive Assistant Sue_Nunes@bearvalleyusd.ord

Resorts	Big Bear Mountain Resorts	Mark Burnett Sr. Director Facilities 909-725-4017 Mburnett@bbmr.com	Bill Burke Director, Electrical Dept. 909-584-0254 bburke@bbmr.com	Safety Hotline 909-866-2447

Potentially Affected Critical Infrastructure Points



Appendix C: PSPS Notification Protocols and Procedures Plan

PSPS Notification Protocols and Procedures Plan

Introduction and Overview

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 22,600 residential customers in a resort community with a mix of approximately 40% full-time and 60% parttime residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

PSPS Coordination and Strategy

Strategy Overview. Achieving unity of effort provides for the most effective and efficient PSPS Activation. This is best attained through the "4 C's" of emergency preparedness planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees, and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of PSPS event. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

Deploying PSPS requires a coordinated effort across multiple state and local jurisdictions and agencies. Coordination in preparation for PSPS is a shared responsibility between BVES, public safety partners, and local governments; however, BVES is ultimately responsible and accountable for the safe deployment of PSPS. BVES must work with the California Governor's Office of Emergency Services to integrate its warning programs with the agencies and jurisdictions within California that have a role in ensuring that the public is notified before, during, and after emergencies. Throughout this document the collective phrase "Local Government, Agencies, and Partner Organizations" includes applicable local government and agencies, utilities, key non-government, and commercial entities and also includes critical facilities and critical infrastructure. BVES maintains and updates a current list of partners (including but not limited to community stakeholders, external partners, and critical facility stakeholders)

BVES has identified that it is imperative for emergency responders, and local governments to be integrated with one another when communicating PSPS notifications, with the goal that local governments provide supplemental or secondary notifications in the near future given the primary or initial notification to the public provided by utilities. For now, BVES retains ultimate responsibility for notification and communication throughout a PSPS event.

BVES must coordinate with California Governor's Office of Emergency Services (CalOES) and the

California Department of Forestry and Fire Protection (CalFire) to engage in a statewide public education and outreach campaign. The campaign must effectively communicate in multiple languages. The campaign must convey, in advance of wildfire season, the immediate and increasing risk of catastrophic wildfires and how to prepare for them, the impacts of PSPS, how the public can prepare for and respond to a PSPS event, what resources are available to the public during these events, what to do in an emergency, how to receive information alerts during a power shutoff, and who the public should expect to hear from and when.

PSPS Protocols and Procedures

During a major outage during the PSPS event, BVES shall make it a priority to provide the following information to their Public Information Office/Customer Support Group:

- Extent of the outage – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- Cause of the outage – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- Estimated time of restoration (ETR) – this is the key information customers want to know. If unknown, state so and update as more information becomes available.

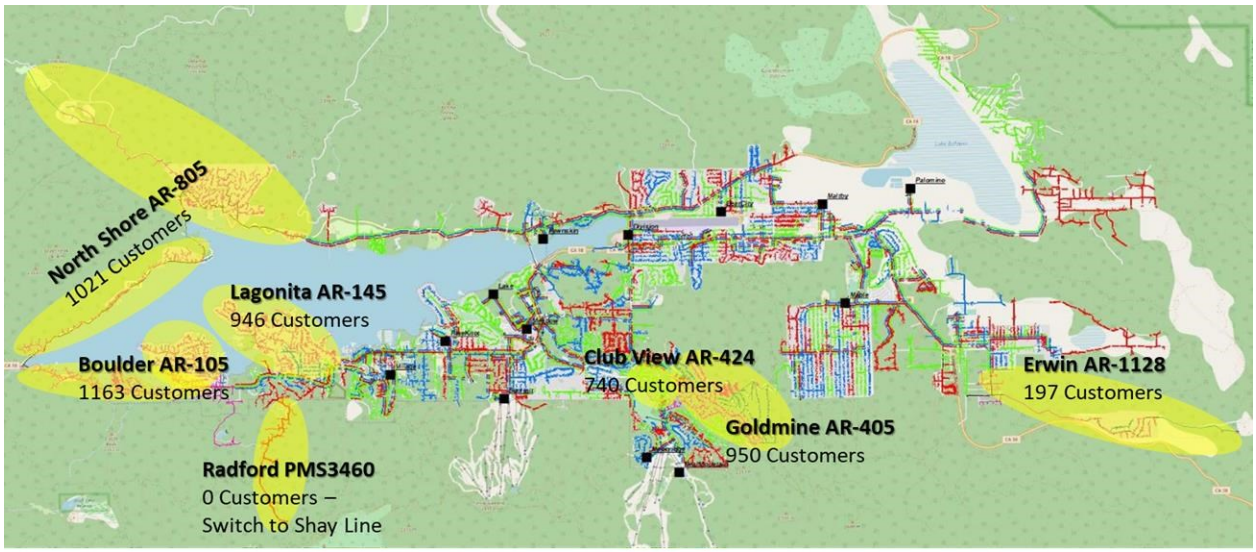


Figure 1: Map of BVES Circuits Across Bear Valley

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the PSPS Notification. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain "call center metrics" that measure customer access to information on customer service calls and web host availability during an active PSPS event.

Establish Multiple and Effective Communication Channels**.** Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications

plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters and/or following such events. For example, some customers may lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore, is dependent on having many overlapping layers of communications.

- Outbound Communications ○ Company website ○ Company social media ○ Online meetings/broadcasts ○ Interactive Voice Response System ○ Press releases to local media ○ Press conference ○ Phones – landlines, mobile cellular, and satellite lines ○ Email ○ Two-way text messaging ○ Door hangers ○ Keeping staff who interact with customers informed with latest message ○ Advertising
    - Community workshops and presentations ○ Mail (for example, flyers, newsletters) ○ Bill inserts
    - County and City communication systems ○ Big Bear Chamber of Commerce email blast
    - City email blast
    - Bear Valley local government, agencies, and utilities Public Information Group

- Inbound Communications:
    - Interactive Voice Response System ○ Call center phone lines ○ Company social media ○ Customer service windows ○ Bear Valley local government, agencies, and utilities Public Information Group ○ Phones – landlines, mobile cellular, and satellite lines ○ Email ○ Text messaging ○ Activate internal PSPS list ○ Press inquiries
    - iRestore Reports

- BVES Internal Communications:
    - Phones – landlines, mobile cellular, and satellite lines ○ Email ○ Text messaging ○ FaceTime, Skype, Online Meetings, etc.
    - Intranet – shared drives, internal applications, and SharePoint ○ Radios – VHF ○ Direct reports

There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated. Aside from the multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

1. Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
2. Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
3. Maintaining accurate contact information with key stakeholders (Key External Contacts List) of this plan.

Conduct Pre-PSPS Outreach and Education. BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and PSPS events. An important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster.

City and County Outreach

The Customer Support Supervisor and Utility Manager shall coordinate with city and county officials in compliance which requires the following outreach by BVES:

- In developing and adopting a notification plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.
- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on the PSPS notification event protocols and procedures plans.

General Public, Customer and Stakeholder Outreach and Education

Utilizing Company website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform, and conduct outreach with the general public, customers, and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES
- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES' emergency response plan, CRC plan, notification plan and PSPS plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during the event of a PSPS event or an emergency posing a threat to the community BVES Leadership Team may seamlessly engage these groups. The Utility Manager and Customer Service Supervisor shall develop a contact list of the key staff at local government and agencies to notify during

emergency events. The contact list should include preferred, and back-up means of contact (for example, mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected, and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

Provide Outreach in Prevalent Languages. United States Census data shows that the top three primary languages used in California are English, Spanish, and Chinese (including Cantonese, Mandarin, and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local "Public Information Officer" developed through MMAA group email notifications and status updates.

Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These preplanned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means: News releases (newspaper, online news outlets, radio, etc.)

- Website updates
- Social media updates
- IVR messages
- Two-way text communication
- Email notifications to customers
- Other public and customer engagement media (for example, City of Big Bear Lake's email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, "BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at www.bves.com."

Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a Company spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether "on the record" or "off the record" automatically becomes a spokesperson for the Company willingly or unwillingly.

Authorized Media Engagement. The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall ensure they have accurate information, develop press releases with the assistance of the Company's public relations firm, and coordinate releases with other organizations such as local government and agencies, and clear press releases with BVES leadership prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter's name, organization, and phone number.
- Write down any questions the reporter may have.

- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), and restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

Press Release Content. The Public Information Group in coordination with the Utility Manager shall develop press releases from pre-planned press release templates as feasible. These are especially useful in the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope.

Press releases should make the best attempt at addressing the "who, where, why, what, when, and how" to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, "Highway 38", "from the Fawnskin to West North Shore Dr.", etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.
- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of potential damages/problem. Use simple descriptions that a non-utility audience would understand (for example, "car hit a ground mounted transformer causing sufficient damage to take it out of service," "an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line," "loss of power supply from Goldhill due to fault on Southern California Edison equipment," etc.).
- **(When)** Whether or not BVES is conducting any preventative maintenance or shutting down power due to a high-wind threat.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Press Release Protocols. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the Company to the media. Press releases shall be drafted, approved, and released per the protocol shown in the figure below.

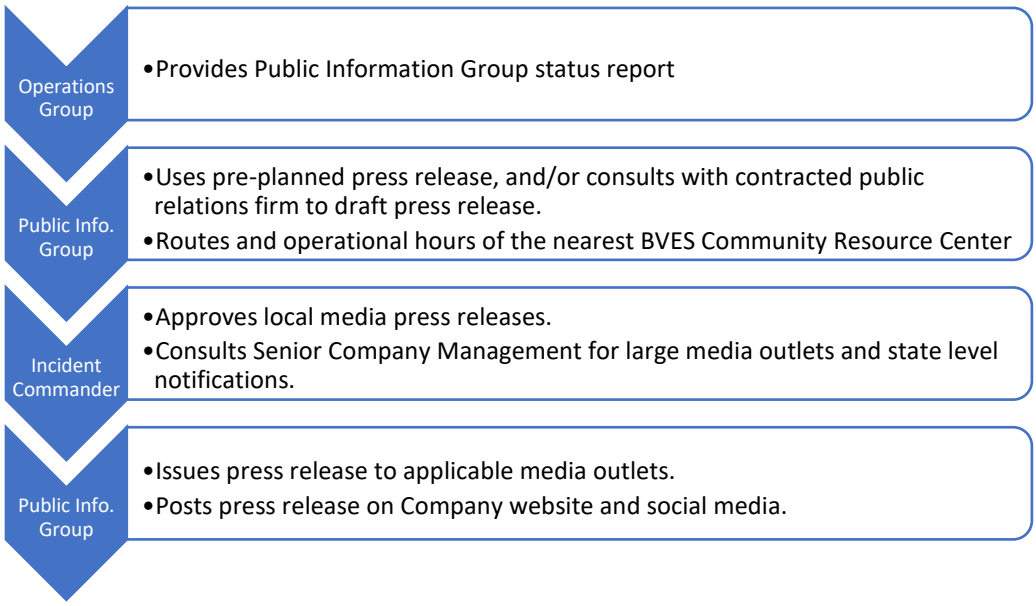


Figure: Press Release Protocol

Post PSPS Event Restoration Close-out Statement. Once the PSPS is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the PSPS event and provide any post support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

Customer Support in PSPS. In the event the BVES Utility Manager (President) identifies a need to activate a PSPS event to mitigate a disaster that could result in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement their PSPS protocols/procedures. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols on other forms of customer support.

Restoration Processing and Time. During a PSPS event, BVES shall set up specialized repair teams to expedite repair processing if necessary. If additional support is needed, BVES shall leverage mutual aid programs with other utility resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

Access to Utility Representatives. BVES shall be able to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

Access to Outage Reporting and Emergency Communications. During the PSPS event, BVES shall invoke its communications plan to attempt to reach as many customers as feasible with outage and restoration information via multilayered communications channels and multiple languages.

PSPS Points of Contact

Category	Entity	Primary	Secondary	Tertiary
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station	Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcsd.org	Tim Nichols Lieutenant 909-677-7347 mtnichols@sbcsd.org	John Everman Sergeant (909) 361-0375 jeverman@sbcsd.org
State Agency Coordination	California Office of Emergency Services	christina.curry@CalOES.ca.gov; Edward.Westfall@CalOES.ca.gov; michael.massone@caloes.ca.gov; sherri.sarro@caloes.ca.gov; Randy.Gonzales@caloes.ca.gov; david.meyer@caloes.ca.gov; loc.nguyen@caloes.ca.gov; lee.dorey@caloes.ca.gov; thomas.graham@caloes.ca.gov; dan.weiss@caloes.ca.gov; Memoree.McIntire@CalOES.ca.gov; sara.pearce@caloes.ca.gov; vance.taylor@caloes.ca.gov;	Gregory.McKeown@CalOES.ca.gov; dana.ellis@caloes.ca.gov; rick.ehlert@caloes.ca.gov; artis.souza@caloes.ca.gov; Christa.Beck@CalOES.ca.gov; Gabriela.Blottie@CalOES.ca.gov;	Warning.center@oes.ca.gov Warning.Center-ESC@CalOES.ca.gov; socdirector@SOC.caloes.ca.gov; situationcell@caloes.ca.gov
	California Department of Forestry and Fire Protection	Jeff Fuentes Jeff.fuentes@fire.ca.gov	Frank Bigelow Frank.bigelow@fire.ca.gov	CALFIREUtilityFireMitigationUnit@fire.ca.gov SAC.ECC@fire.ca.gov
	California Health and Human Services	Elizabeth Basnett Acting Director Emergency Medical Services Authority Elizabeth.Basnett@chhs.ca.gov		
	Office of Energy Infrastructure Safety	Nicole.Dunlap@energysafety.ca.gov; Koko.Tomassian@energysafety.ca.gov; Kevin.Miller@energysafety.ca.gov; Suzie.Rose@energysafety.ca.gov;	Melissa.semcer@energysafety.ca.gov; Stephen.lai@energysafety.ca.gov; Edward.chavez@energysafety.ca.gov; Marybeth.farley@energysafety.ca.gov	compliance@energysafety.ca.gov;
Medical	Bear Valley Community Hospital	John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 John.McKinney@bvchd.com	Megan Meadors Marketing Director and PIO 310-780-5248 megan.meadors@bvchd.com	Shelly Egerer 909-878-8214 Shelly.Egerer@bvchd.com
	Bear Valley Hospice	Cary Stewart 949-338-7252 admin@bearvalleyhospice.com	Administrator 909-281-2550 info@bearvalleyhospice.com	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	Big Bear Fire Department Headquarters-	Jeff Willis Fire Chief 909-731-4824	Mike Maltby Asst Fire Chief 909-731-4887 mmaltby@bigbearfire.org	Battalion Chief (909) 349-2847 Bparham@bigbearfire.org

	Station 281 41090 Big Bear Blvd	jeff.willis@bigbearfire.org		
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)	Jeff Mathieu Interim City Manager Personal Cell (909) 633-1575 jeffmathieu@citybigbearlake.com	Sean Sullivan Director of Public Service (310) 993-7283 ssullivan@citybigbearlake.com	Bynette Mote City Council Member 805-233-4034 bmote@citybigbearlake.com
Communications Providers	Verizon Wireless	Chris Sinner (714-669-3535) chris.sinner@verizonwireless.com Jane Whang jane.whang@verizon.com (415) 778-1022 Rex Knowles rex.knowles@verizon.com Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) andy.mills@verizonwireless.com Jesus Roman jesus.g.roman@verizon.com Office: (949) 286-7202 Cell: (805) 208-1187	Pedro Luis Carmona Store Manager Big Bear City 909-366-5115 Rudy Reyes, VP & Associate General Counsel rudy.reyes@verizon.com
	AT&T Wireless	Kevin Quinn 818-731-4000 kq8185@att.com Joshua Overton 209-406-6712 jo2147@att.com Joshua Mathisen jm6347@att.com John Goddard jg266q@att.com	Doug Burchett 805-320-0088 DB1806@att.com Mark Innes 209-324-4653 mi2153@att.com Greg Cherry gc0472@att.com Kristina Cory kt7823@att.com	Agnes Luster 619-610-8641 AT2563@att.com Robert Guess 817-550-7481 rg396a@att.com Philip Hawkins ph659n@att.com Paul Sepaniak ps1748@att.com
	Frontier California Inc.	Bret Plaskey (909) 748-7880 bret.p.plaskey@ftr.com Charlie Born Charlie.born@ftr.com Office: (916) 686-3570 Cell: (530) 524-2371	Glenn Leckie 714-375-0415 Glenn.leckie@ftr.com Garrido, Nora nora.y.garrido@ftr.com	Bin Liang 951-723-0736 bin.liang@ftr.com Jonathan.Mejia@ftr.com
	Sprint	Jake Osorio 818-317-0276 SPR-Inspections@motive-energy.com	Alicia Smith 818-617-2911 SPR-Inspections@motive-energy.com	Eric Antonick (925) 852-9282
	Charter Communications	Robert Fisher 760-674-5404 Robert.Fisher@charter.com Lynn Notarianni (720) 518-2585	Jorge Fregoso 760-688-9526 Jorge.Fregoso@charter.com Torry Somers, VP Regulatory torry.somers@charter.com	Jamie Shupe 858-309-8340 Jamie.shupe@charter.com Paul Allen 626-813-8642

		lynn.notariani@charter.com Dan Gonzalez dan.gonzales@charter.com	310) 765-2185	Paul.allen@charter.com

	T-Mobile	Saif Abdullah (714) 757.7075 saif.abdullah@t-mobile.com Steve Kukta Stephen.H.Kukta@t-mobile.com (414) 572-8358 Vivek Kurisunkal Vivek.kurisunkal@t-mobile.com	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406 Ray Robertson Raymond.Robertson43@t-mobile.com	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@t-mobile.com
Radio Stations	KBHR	Cathy Herrick (909) 499-4825 Cathy@kbhr933.com	Rick Herrick 909-584-5247 Rick@kbhr933.com	Ben Brissey KBHR Weather Meteorologist 909-680-6278 bbrissey@bensweather.com
Utilities	City of Big Bear Lake Department of Water	Danny Ent 909-816-7709 dent@bbldwp.com	Jason Hall Production Supervisor 909-800-3956 jhall@bbldwp.com	Bennett Rossell 909-203-6683 brossell@bbldwp.com.
	Big Bear Area Regional Wastewater Agency (BBARWA)	John Shimmin 760-808-1256 jshimmin@bbarwa.org	Troy Bermisdarfer 909-520-2835 tbemisdarfer@bbarwa.org	David Lawrence 818-581-1561 dlawrence@bbarwa.org
	Big Bear City Community Services Department (CSD)	Mary Reeves 909-936-9521 mreeves@bbccsd.org	Jerry Griffith 909-936-3372 jgriffith@bbccsd.org	Donna Horn 909-936-0174 dhorn@bbccsd.org
	Edison (SCE)	Bryan Falconer Account Manager (626) 826-3745 Bryan.Falconer@sce.com	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 greg.ferree@sce.com

	South West Gas (SWG)	Phillip Petteruto Superintendent Operations 909-366-4869 phillip.petteruto@swgas.com SWG Dispatch 1-877-860-6020 snvdispatch@swgas.com	Sam Pond 760-951-4030 Sam.pond@swgas.com	Ricardo Flores 818-480-8917 ricardo.flores@swgas.com Michael Clausell 760-951-4030 michael.clausell@swgas.com
	Big Bear Municipal Water District (MWD)	Mike Stephenson General Manager 909-289-5157 mstephenson@bbmwd.net	Tim Bowman Facility Manager 909-809-0795 tbowman@bbmwd.net	Ricky Seward 909-241.7487 ~~rseward@bbmwd.net~~
Airports	Big Bear Airport District	John Melissa 909-904-7700 ~~jmelissa@flybigbear.com~~	Ryan Goss 909-239-5273 rgoss@flybigbear.com	Diane Cartwright Adminastrative Manager 909 856-1749 dcartwright@flybigbear.com
Schools	Bear Valley Unified School District	Dr. Mary Suzuki Superintendent of Schools 909-638-6851 mary_suzuki@bearvalleyusd.org	Linda Rosado Executive Director of Business Services 760-220-8419 linda_rosado@bearvalleyusd.org	Sue Nunes Executive Assistant Sue_Nunes@bearvalleyusd.ord
Resorts	Big Bear Mountain Resorts	Mark Burnett Sr. Director Facilities 909-725-4017 Mburnett@bbmr.com	Bill Burke Director, Electrical Dept. 909-584-0254 bburke@bbmr.com	Safety Hotline 909-866-2447

Appendix D: PSPS Functional Exercise Agenda

Bear Valley Electric Service PSPS Exercise

Agenda

1. Introduction to Participants
2. Explain BVES' PSPS Plan and history
    a. Reintroduce participants to BVES and PSPS generally, purpose
        i. Quick description of BVES history/service territory
        ii. BVES Staff roles/responsibilities
        iii. Coordinated agency/organization notification and coordination
    b. Introduce BVES history of no PSPS activation, investments in safety to limit frequency, scope, and duration of any PSPS action
    c. Discuss possible PSPS actions
        i. From BVES actions
        ii. From SCE actions
3. Introduction to inaugural BVES PSPS Functional Exercise
    a. Purpose – Test the effectiveness of the BVES PSPS Plan, identify gaps and areas for improvement
    b. Expectations –
        i. BVES wants all participants to treat this with the seriousness it requires, limit distractions, and help BVES improve
        ii. Expected to last less than 4 hours but will simulate 5 days of activity and cover the periods from notification until the final actions follow re-energization
        iii. All field actions are to be simulated, no electrical equipment will be operated but participants will be asked for detailed explanations of their expected actions
        iv. If applicable, all communications shall be prefaced and ended with "exercise, exercise, exercise"
4. Commence Exercise
    a. Introduce Scenario
    b. Identify when notification needs must start
    c. Begin notification protocol
        i. List who needs to be notified, how notified (must include medically vulnerable and AFN populations and method for reaching them)
        ii. Content of notification
    d. Initiate de-energization protocol due to worsening circumstances
    e. Coordinate actions with mutual assistance organizations, public safety, SCE, and telecommunication providers as necessary
    f. Begin restoration exercises – initiate patrols, check for damage/downed vegetation
    g. Conduct post restoration activities including assisting affected population to reinstate previous activities and reporting
5. Conclusion and debrief
    a. Identify what went well
    b. Identify what did not go well, challenges, areas for improvement
    c. Concluding statement

Appendix E: PSPS Functional Exercise Scenario

PSPS Functional Exercise Scenario June 21, 2022

Participants:

- Paul Marconi (Incident Commander)
- Sean Matlock (Moderator) – simulated on vacation.
- Jon Pecchia (Operations Group Lead)
- Jeff Barber (Strategic Operations Supervisor)
- Cory McClintock (Logistics Group and Finance & Administration Group Lead)
- Roseana Portillo (Emergency Service Representative and Planning Group Lead)
- Tom Chou (Engineering Supervisor ERP roles including Backup Strategic Operations Supervisor)
- Julie Roberts and Boris Koropey (Planning Group Lead)
- Tawny Re or alternate (Public Information Group Lead)
- Joseph Nitti (IT Operations Support)
- Sherri Duchateau, Eddie Torres, & Jared Hennen (System Monitors)
- Line Crews (Wildfire Response Teams)
- Danny Hotchkiss & Richard Nadelman (Damage Assessment Team)
- Mary Huether (Recorder) – takes notes to support lessons learned and follow-up reports

Monday: June 20, 2022. Verify all A/V equipment is working as anticipated. Send notification to various agencies notifying them that an exercise is taking place June 21, 2022.

All BVES participants login to zoom at 12:45 pm. The first event will begin at 1:00 pm.

Cover zoom and live/functional logistics, acclimate audience to the scenario and how to engage the process through zoom.

Below, Moderator will describe the PSPS emergency scenario to which BVES is to respond and narrate any action that is taking place to the audience.

Exercise Instructions: Read by the moderator.

The Field Operations Supervisor will brief line crews.

All field actions are to be simulated. No breakers, switches or transmission & distribution equipment shall be operated. All communications shall be prefaced and ended with “Exercise, Exercise, Exercise.” All communications shall be provided to the recorder at the end of the event.

If directed, Wildfire Response Team and Damage Assessment Team will be deployed to the field.

If directed, restoration patrols for circuits shall be performed.

Key personnel will state and perform their intended actions when queried by the moderator or other participants in the chain of command.

Pre-Start Event

Joseph Nitti/IT: Showing camera feed from EOC.

Moderator: Reads initial conditions (below) on zoom for all participants and observers

Initial Conditions:

- Beginning date is Friday, June 17, 2022.
- BVES's system is in a normal summer lineup. No abnormal conditions exist due to maintenance.
- Weather forecast for the following week is as follows:

HOURS AHEAD	Day	Date	Forecast	Highs	Lows	Humidity	Rain	Snow	Wind	Fire Risk
72+	**Friday**	June 17	Sunny	77	51	14%	None	None	10-15 mph	
72	**Saturday**	June 18	Sunny	78	51	14%	None	None	5-15 mph	
48	**Sunday**	June 19	Sunny	81	55	12%	None	None	25-35 mph	
24	**Monday**	June 20	Sunny	83	56	7%	None	None	35-45 mph	
1-4	**Tuesday**	June 21	Sunny	86	56	4%	None	None	40-50 w/gusts to 57 mph	W
Post Event	**Wednesday**	June 22	Sunny	74	49	17%	None	None	20-25 mph	

- Sean Matlock, Energy Resource Manager, is on vacation and unavailable (so he can be the moderator)
- BVES gathers in EOC or Zoom, with social distancing, for the initial scenario and deploy to their respective areas to complete their tasks.

    - Throughout the exercise, the moderator will ask the following types of questions: "Given these conditions, what actions are you taking and what your thought process is?"
    - Any follow-up questions or comments for the team?

Event 1 ("4 days ahead").

- Friday, June 17th – leading into a weekend (nominally 8:00 a.m. actual time)
- Moderator:
    - Southern California Edison (SCE) sends an email to BVES and posts on their PSPS portal and website: Doble and Cushenberry lines are all on the "monitored circuit list" with a "period of concern" from Sunday June 19 at 6:00 a.m. until Wednesday June 22 at 6:00 a.m.
    - Asks the following question: "Given these conditions, what initial actions are you taking and what is your thought process?" to the following:
        - Utility Manager
        - Field Operations Supervisor
        - Customer Care & Operations Support Supervisor
        - Customer Program Specialist
        - Accounting Supervisor/Logistics

        - Incident Commander
    - Any follow-up questions or comments for the team?

Event 2 ("Warning Phase – 3 day ahead".

- Saturday, June 18th. (nominally 8:00 a.m. actual time)
- Moderator:
    - "SCE still shows all supply circuits on the monitored circuit list – no change from before.
    - BVES Weather Consultant sends supplemental weather forecast data. Similar as the initial condition forecast, however the Southeast part of the service area (Erwin Lake and Lake Williams area) are showing notably higher winds than other parts of the service area. He predicts that winds will exceed 55 mph sustained and more than 60 mph gusts in that particular area on Tuesday.
    - Asks the following question: "Given these conditions, what actions are you taking and what is your thought process?" to the following:
        - Utility Manager
        - Field Operations Supervisor
        - Customer Service Supervisor
        - Customer Program Specialist
    - Any follow-up questions or comments for the team?

Event 3 ("Warning Phase – 2 day ahead".

- Sunday, June 19th. (nominally 8:00 a.m. actual time)
- Moderator:
    - "SCE still shows all supply circuits on the monitored circuit list – no change from before
    - Weather Consultant sends supplemental weather forecast data. Similar as before, showing expected high winds.
    - Asks the following question: "Given these conditions, what actions are you taking and what is your thought process?" to the following:
        - Utility Manager
        - Field Operations Supervisor
        - Customer Service Supervisor
        - Customer Program Specialist
    - Any follow-up questions or comments for the team?

Event 4 ("Warning Phase – 1 day ahead".

- Monday, June 20th. (nominally 8:00 a.m. actual time)
- Moderator:
    - "SCE still shows all supply circuits on the monitored circuit list – no change from before.
    - Weather Consultant sends supplemental weather forecast data. Similar as before, but the Southeast part of the Service area is showing expected higher winds. Lake Williams does not appear to be going over 50 mph, but sustained winds in the Erwin Lake area in particular are in the low 50s and slowly increasing every hour.
    - Asks the following question: "Given these conditions, what actions are you taking?" to the following:

        - Utility Manager
        - Field Operations Supervisor
        - Customer Service Supervisor
        - Customer Program Specialist
        - Accounting Supervisor/Logistics
    - Any follow-up questions or comments for the team?

Event 5 ("Implementation Phase".

- Tuesday, June 21st.
- Moderator:
    - As of 6:00 p.m., winds in the Erwin Lake area exceed 55 mph; gusts are over 60 mph. Expected to remain greater than 50 mph until 8:00 a.m. the following morning.
    - Asks the following question: "Given these conditions, what actions are you taking?" to the following:
        - Utility Manager
        - Field Operations Supervisor
        - Customer Service Supervisor
        - Customer Program Specialist
        - Incident Commander
    - Any follow-up action or comments for the team?

Event 6 ("Restoration Phase").

- Wednesday, June 22nd (nominally 8:00 a.m. actual time)
- Moderator:
    - SCE shows supply circuits are no longer on the monitored circuit list.
    - As of 8:00 a.m., winds in the Erwin Lake area have lowered to the high 40 mph range and are slowly lowering.
    - Asks the following question: "Given these conditions, what actions are you taking and what is your thought process?" to the following:
        - Utility Manager
        - Field Operations Supervisor
        - Customer Service Supervisor
        - Customer Program Specialist
        - Accounting Supervisor
        - Incident Commander
    - Any follow-up action or comments for the team?

Appendix F: Public Safety Power Shutoff Plan

Bear Valley Electric Service, Inc.
Public Safety Power Shutoff Plan

February 24, 2021

Paul Marconi, President BVES,Inc.

Digitally signed by Paul Marconi, President BVES,Inc.

Approved by: Date: 2021.02.24 06:34:43 -08'00'

Paul Marconi, President, Treasurer & Secretary

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1. Purpose and Overarching Guidelines

1.1. **Purpose of PSPS.** The purpose of proactive de-energization is to promote public safety by decreasing the risk of utility-infrastructure as a source of wildfire ignitions. Generally, proactive de-energization will be referred to as Public Safety Power Shutoff (PSPS), which is consistent with the terminology used by the major California investor owned utilities.

1.2. **Purpose of PSPS Plan.** This document provides the policies and procedures of Bear Valley Electric Service, Inc. ("BVES") follows with regard to PSPS and addresses the following operational issues:

- PSPS advance planning and preparations prior to the fire season.
- Procedures leading up to, during, and following extreme fire threat weather events in which PSPS may be invoked. These include BVES's operational fire prevention actions and procedures.
- Public outreach, coordination with local and government officials, advisory boards, public safety partners, representatives of people/communities with access and functional needs ("AFN"), tribal representatives (if applicable), senior citizen groups,

business owners, and public health and healthcare providers including those with medical needs. This includes a Community Resource Center ("CRC") and communications regarding PSPS.

It should be noted that two other BVES documents provide information important to PSPS:

- ***BVES Emergency Response Plan***: Provides comprehensive outage management procedures, which are applicable to all outages including outages as a result of PSPS. The BVES PSPS Plan is designed to work in conjunction with the ERP and not duplicate existing procedures.
- ***BVES Wildfire Mitigation Plan***: Provides description of system hardening projects, operations and maintenance programs, and other initiatives being pursued by BVES to mitigate the need to execute a PSPS and/or to mitigate the impact of PSPS events. As these projects and programs are completed, this document will be updated as necessary to incorporate the improvements achieved.

1.3. **Compliance.** This documented includes requirements invoked by:

- Safety and Enforcement Division Resolution, Electric Safety and Reliability Branch Resolution ESRB-8 8 of July 12, 2018: Resolution Extending De-Energization Reasonableness, Notification, Mitigation and Reporting Requirements in Decision 12-04-024 to All Electric Investor Owned Utilities.
- California Public Utilities Commission Decision 19-05-036 of May 30, 2019: Guidance Decision on 2019 Wildfire Mitigation Plans Submitted Pursuant to Senate Bill 901.
- California Public Utilities Commission Decision 19-05-040 of May 30, 2019: Decision on 2019 Wildfire Mitigation Plans of Liberty Utilities/CalPeco Electric; Bear Valley Electric Service, a Division of Golden State Water Company; and Pacific Power, a Division of PacifiCorp Pursuant to Senate Bill 901.
- California Public Utilities Commission Decision 19-05-042 of May 30, 2019: Decision Adopting De-Energization (Public Safety Power Shutoff) Guidelines (Phase 1 Guidelines).
- California Public Utilities Commission Decision 20-03-004 of March 12, 2020: Decision on Community Awareness and Public Outreach Before, During and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues.
- California Public Utilities Commission Decision D20-05-051 of May 28, 2020: Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk.

1.4. **Measure of Last Resort.** BVES must only deploy PSPS as a ***measure of last resort*** and must justify why PSPS was deployed over other possible measures or actions. This plan provides courses of action to be taken leading up to possible PSPS such that an actual PSPS is the measure of last resort.

1.5. **Customer Engagement.** Customers and other impacted stakeholders should understand the purpose of PSPS, BVES's process for initiating it, how to manage safely through a PSPS event, and the impacts if deployed. To accomplish this, the BVES shall:

- Develop and use a common nomenclature that integrates with existing state and local emergency response communication messaging and outreach and is aligned with the California Alert and Warning Guidelines.
- Develop notification and communication protocols and systems that reach customers no matter where the customer is located and deliver messaging in an understandable manner.
- Communicate to customers in different languages and in a way that addresses different access and functional needs using multiple modes/channels of communication.
- Coordinate a Community Resource Center and work with local organizations.

1.6. **PSPS Coordination.** Deploying PSPS requires a coordinated effort across multiple state and local jurisdictions and agencies. Coordination in preparation for PSPS is a shared responsibility between BVES, public safety partners, and local governments; however, BVES is ultimately responsible and accountable for the safe deployment of PSPS. BVES must work with the California Governor's Office of Emergency Services to integrate its warning programs with the agencies and jurisdictions within California that have a role in ensuring that the public is notified before, during, and after emergencies. Throughout this document the collective phrase "Local Government, Agencies, and Partner Organizations" includes applicable local government and agencies, utilities, key non-government and commercial entities and also includes critical facilities and critical infrastructure. Further discussion is provided in Section 5.

BVES, emergency responders, and local governments need to be seamlessly integrated when communicating PSPS notifications, with the goal that local governments provide supplemental or secondary notifications in the near future given the primary or initial notification to the public provided by utilities. For now, BVES retains ultimate responsibility for notification and communication throughout a PSPS event.

BVES must coordinate with California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection to engage in a statewide public education and outreach campaign. The campaign must effectively communicate in multiple languages. The campaign must convey, in advance of wildfire season, the immediate and increasing risk of catastrophic wildfires and how to prepare for them, the impacts of PSPS, how the public can prepare for and respond to a PSPS event, what resources are available to the public during these events, what to do in an emergency,

how to receive information alerts during a power shutoff, and who the public should expect to hear from and when.

1.7. **PSPS Is an Emergency.** Consequences of PSPS should be treated in a similar manner as any other emergency that may result in loss of power, such as earthquakes, floods or non-utility caused fire events. BVES must avoid development of duplicative or contradictory messaging and notification systems to those already deployed by first responders.

1.8. **Reporting and Continuous Improvement.** BVES must report on lessons learned from each PSPS event, including instances when PSPS protocols are initiated, but de-energization does not occur, in order to further refine PSPS practices.

BVES must work together with the other electric investor-owned utilities to share information and advice in order to create effective and safe PSPS programs at each utility and to ensure that utilities are sharing consistent information with public safety partners.

2. Chain of Responsibility

2.1. **President** is overall responsible for the PSPS Plan and ensuring it is properly implemented, resourced, trained upon, executed, and updated as appropriate. Furthermore, the President shall ensure proper communications and coordination with local government, agencies and customers.

2.2. **Utility Manager** is responsible for executing the BVES PSPS Plan to include:

- Directing emergency operations per this plan and the Emergency Response Plan;
- Ensuring that monitoring of weather forecasts and actual weather conditions is being properly conducted by appropriate staff per this plan;
- Directing (or causing to be directed) the operational activities related to system lineup and PSPS as warranted;
- Ensuring that Field Operations staff are providing timely and accurate information to the Customer Service Supervisor and/or other staff performing customer and public information functions;
- Working closely and coordinating with counterparts at local government and agencies during the lead up to PSPS, during PSPS, and during restoration procedures and as necessary to achieve the fire prevention objectives of this plan;
- Overseeing activation of the Wildfire Response Team (WRT) for PSPS procedures of this plan and determining the appropriate staff composition of the WRT when activated;
- Training (or causing to be trained) BVES staff assigned to perform the various activities required by this plan;

- Ensuring resources are available to properly execute this plan and identifying any gaps in resources to the President as well as proposed remedies;
- Making all reports required by GO-166 and ESRB-8 to the applicable Commission Divisions;
- Working closely with Regulatory Affairs staff to ensure this plan meets regulatory compliance requirements enacted by the Commission;
- Reviewing and evaluating relevant data and documentation of inspections, patrols, operational system lineup, and PSPS activities; and
- Evaluating at least annually, whether changes to this plan are warranted and implementing any necessary changes.

2.3. **Field Operations Supervisor** is responsible for directing operations in the field to include:

- Monitoring (or causing to be monitored) weather advisories, consultant forecasts, and the NFDRS forecast frequently and at least daily;
- Directing and managing operational system line-ups based on conditions as described in this plan;
- Directing and managing PSPS procedures of this plan;
- Directing the activities of the WRT;
- Controlling all switch and system lineup operations;
- Providing (or causing to be provided) timely and accurate information to the Customer Service Supervisor and/or other staff performing customer and public information functions;
- Informing the Utility Manager of any system degradations;
- Collecting relevant data and maintaining documentation of inspections, patrols, operational system lineup, and PSPS activities; and
- Submitting to the Utility Manager recommended changes to this plan as warranted and at least annually.

2.4. **Utility Engineer & Wildfire Mitigation Supervisor** is responsible for fire prevention planning and engineering design of the electric distribution, sub-transmission and substations to include:

- Ensuring system design and construction is in compliance with applicable government rules and regulations to mitigate fire;
- Developing distribution, sub-transmission and substations designs that would enhance fire prevention;
- Researching, evaluating, and sourcing materials that would enhance fire prevention;
- Developing device protective settings and selecting fuses that enhance fire prevention while taking into account the served load demand;
- Supporting Field Operations and the WRT as directed by the Utility Manager in the execution of system operations per this plan; and

- Submitting to the Utility Manager recommended changes to this plan as warranted and at least annually.

2.5. **Customer Program Specialist** under the supervision of the Customer Service Supervisor and the Energy Resource Manager is responsible for the BVES Communications Plan to include:

- Making (or causing to be made) local government, agency, and customer notifications per this plan;
- Ensuring pre-planned statements are PSPS related notifications per this plan;
- Establishing and maintaining customer communications methods, systems, and equipment to support proactive de-energization notifications per this plan;
- Training staff assigned to perform customer and public information functions on generating customer and media notification statements and utilizing the customer communications methods, systems, and equipment;
- Developing (or causing to be developed) the contact list of local government and agencies per this plan;
- Directing a customer education strategy to inform customers about BVES's fire mitigation programs, policies and procedures including PSPS; and
- Submitting to the Utility Manager recommended changes to this plan as warranted and at least annually.

3. BVES Specific Background Information

3.1. **Service Area Description and Environment**. Bear Valley Electric Service is a small electric utility, located in the mountain resort community of Big Bear Lake, California, that provides service to approximately 24,500 customers in a 31-square mile service area. BVES owns and operates 87.8 miles of overhead 34.5 kilovolt subtransmission miles, 2.7 miles of 34.5 kilovolt underground sub-transmission miles, 488.6 miles of overhead distribution circuit miles, 89.1 miles of underground distribution circuit miles, 13 sub-stations and a natural gas-fueled 8.4 MW peaking generation facility. The BVES service area is rural and mountainous and is served predominantly from bare wire overhead facilities. BVES's entire service area is under the jurisdictional responsibility of the City of Big Bear Lake and some areas (unincorporated) under the responsibility of the County of San Bernardino. The San Bernardino Mountains and forests are managed by the United States Forest Service, California Environmental Protection Agency, and the California Department of Fish and Wildlife.

3.1.1. Since the service territory is entirely above 3,000 feet, all construction is required to conform to "heavy" loading standards of GO-95. In addition, the high elevation provides for a beautiful alpine, heavily treed, mountainous environment that is vulnerable to wildfires. The entire service area is within the High Fire-Threat Districts and has areas designated as Tier 2 and Tier 3 per GO-95 Rule 21.2. Additionally, some of BVES's service area overlap with the Zone 1 per GO-95 Rule 21.2. Therefore, all construction, inspection, vegetation management, and emergency planning must

also conform to the High Fire-Threat District requirements of GO-95, GO-165, and GO-166.

3.1.2. Bear Valley serves as a desirable vacation destination during the winter months due to the local ski resorts and winter activities. This creates a winter peaking environment that is enhanced by local snow making activity during the late evening hours. After the normal winter months, the population and load profile dramatically change. Understanding the local load profile is one key element to designing a successful fire prevention strategy.

3.2. **Susceptibility to PSPS**. The BVES service area is susceptible to several conditions in which PSPS would have a direct impact to its customers. These are:

- Extreme fire threat weather and conditions in BVES's service area that warrant BVES to implement PSPS on BVES owned and operated power lines in some or all areas of its service area.
- Extreme fire threat weather and conditions outside of the BVES's service area, in which Southern California Edison (SCE) directs PSPS on SCE owned and operated power lines leading to a partial or complete loss of the three SCE supply lines into the BVES service area. Note that it is very possible that the extreme fire threat weather and conditions causing SCE to de-energize its supply lines to BVES may not exist in the BVES service area. In this case, BVES would seek to supply power to its customers using all available power resources.

- Combination of the above, PSPS is warranted in some or all areas of the BVES service area and SCE has implemented PSPS actions that result in a partial or complete loss of supplies to the BVES service area.

4. BVES Fire Prevention Procedures

4.1. **Fire Prevention.** Because PSPS is an operational safety measure of last resort, it is logical that the PSPS Plan include BVES's operational fire prevention plan measures so that the progression of operational steps to be taken by BVES staff is properly sequenced and understood by all stakeholders.

4.1.1. Ordering Paragraph 5 of D.12-01-032 required BVES to prepare a Fire Prevention Plan to identify the occurrence of 3-second wind gusts that exceed the structural and mechanical design standards for overhead power-line facilities. D.14-05020 modified D.12-01-032 by eliminating the requirement to identify 3-second wind gusts in real time, provided a utility will still address the situation when all three of the following conditions occur simultaneously: (i) 3-second wind gusts exceed the structural or mechanical design standards for the affected overhead power-line facilities, (ii) these 3-second gusts occur during a period of high fire danger, and (iii) the affected facilities are located in a high fire-threat area. D.14-05-020 also required utilities to identify the specific parts of their service territories where all three conditions listed in Ordering Paragraph I (a) occur simultaneously, based on a minimum probability of 3% over a 50year period that 3-second wind gusts which exceed the design standards for the affected facilities will occur during a Red Flag Warning in a high fire-threat area. Ordering Paragraph 2 of D.17-12-024 requires each electric investor-owned utility have a fire prevention plan for facilities in the High Fire-Threat District containing the information specified in General Order ("GO") 166, Standard 1, Part E, to the extent applicable to the electric utility's service area and to file a report containing the fire prevention plan annually beginning October 31, 2018.

4.1.2. In accordance with D.12-01-032, D.14-05-020, D.17-12-024, and GO-166, this plan lists and describes the operational fire prevention measures BVES intends to implement to mitigate the threat of power-line fires generally and in the situation where all three of the conditions listed in GO-166, Standard 1, Part E occur simultaneously. BVES has identified areas that could be susceptible to these conditions. These areas are heavily forested, abundant in available fuel and could threaten the system when high winds occur. When these conditions exist, BVES has pre-identified areas that are targeted for PSPS in Appendix B.

4.1.3. Note that as previously stated, BVES's Wildfire Mitigation Plan provides descriptions of system hardening projects, operations and maintenance programs, and other initiatives being pursued by BVES to mitigate wildfire. Therefore, the PSPS Plan in conjunction with the Wildfire Mitigation Plan satisfy BVES's Fire Prevention Plan compliance requirements.

4.1.4. The fire prevention plan is intended as a starting point. As system improvements are made and environmental conditions change, the plan will evolve to meet these

changes. In creating the plan, BVES has incorporated the input and interests of our stakeholders to ensure that the needs of the community are effectively met while mitigating the risk of wildfire. Community outreach and communications are a key component of this plan as well as maintaining partnerships with the Big Bear Valley Mountain Mutual Aid Association, City of Big Bear Lake, San Bernardino County, Big Bear Fire Department, Big Bear Lake Sheriff's Department, other local agencies, local utilities, local radio stations, news media, and the public.

4.2. **Wildfire Mitigation Strategy.** BVES's approach to mitigating wildfire is described in its Wildfire Mitigation Plan (WMP) and is a comprehensive mitigation strategy focused on five principal functional areas to enhance public safety:

- **Design & Construction:** This strategy is discussed in BVES's WMP and is designed to provide effective long-term mitigation solutions that reduce the likelihood of wildfire and also reduce the reliance on other short-term wildfire mitigation measures that have an adverse impact on customers, such as PSPS.
- **Inspection & Maintenance:** This strategy, also detailed in BVES's WMP, is designed to provide effective wildfire risk mitigation where system Design & Construction fall short. For example, where bare conductor is employed, the vegetation management program is essential to mitigating wildfire risk.
- **Situational & Conditional Awareness:** This strategy, detailed in BVES's WMP, is designed to provide decision makers and Field Operations staff critical information so that operational decisions are made on the most accurate information available. Additionally, collecting metrics overtime provide a better picture of the wildfire risk drivers and inform Design & Construction and Inspection & Maintenance strategies.
- **Operational Practices:** This plan mostly focuses this strategy but it is also discussed in the WMP. The Operational Practices strategy is designed to provide effective wildfire risk mitigation where system Design & Construction, Inspection & Maintenance, and Situational & Conditional Awareness fall short. For example, Line crews are required by BVES' procedures to perform circuit patrols during high fire threat conditions upon restoration from outages on circuits with bare conductor.
- **Response & Recovery:** This strategy is designed to provide BVES's plan to respond to wildfires and following wildfires regardless of how the wildfire started.

4.3. **Operational Practices.** This plan focuses on the operational practices to mitigate the need for PSPS so that PSPS is ultimately the measure of last resort during extreme fire threat weather conditions. The following operational tools, which will be discussed further in this procedure, are available to be utilized as conditions warrant and should be exhausted before PSPS is employed (these are not listed in order of priority):

- Set automatic reclosing devices to Manual.
- Set electronic fuses (TripSavers) to Manual.
- Adjust system lineup.

- Conduct circuit patrol when circuit protective device trips for an unknown cause prior to re-energization.
- Have Service Crew and Field Inspector patrol service area focusing on high risk areas.
- Deploy wildfire Response Team(s) to high fire risk areas.
- Adjust protective device settings optimized for fire prevention.
- Increase frequency of consultant meteorologist forecast.
- Increase monitoring of weather stations, forecasts, and fire threat conditions.
- Increase communications with Southern California Edison points of contact.
- Proactively engage with first responders, local government and agencies, and other stakeholders.
- Proactively communicate with customers and other stakeholders.
- Identify Medical Baseline customers and Access and Functional Needs populations that may be impacted.
- Prepare to activate Community Resource Center.
- Activation of Emergency Operations Center and Emergency Response Plan.
- Prepare Bear Valley Power Plant for sustained operations.
- Conduct switch operations to minimize impact of potential PSPS activity.
- Engage temporary generation.
- Activate Community Resource Center.

4.4. **Condition Based Operational Measures.** BVES's operational measures to prevent fire are condition based to ensure the BVES system is optimized for wildfire mitigation, public safety, and reliability. There are two specific levels of conditions in the BVES service area that are considered when determining the appropriate operational measures to be implemented:

- **Seasonal Considerations:** Provide a high level operational system lineup and operating guidance to Field Operations crews.
- **Daily-to-Real-time Considerations:** Provide granular operational system lineup and operating guidance to Field Operations crews based on specific forecasts of the weather and fire threat conditions and current system degradations, which may be due to maintenance activities and/or known equipment and/or facilities failure or degradation. Daily-to-Real-time considerations always override seasonal considerations. For example, having high fire threat weather conditions in January is not common, but possible; therefore, in this case, system and operational guidance would be optimized to prevent wildfires.

4.5. **Seasonal Considerations.** Understanding BVES's system demand, service area environmental factors, and wildfire risk drivers allows BVES to operate the system in a manner that is optimized for public safety including wildfire mitigation, reliability, and

increased quality of service delivered. The winter months (November through March) bring the following characteristics to BVES's service area:

- Heaviest load demand due to increased tourism and ski resort snowmaking;
- Low ambient temperatures that frequently go below freezing; and
- Lower wildfire risk due to snow and higher moisture content in the service area.

When electric power is not available for any reason combined with freezing temperatures, the situation is an even greater public safety concern. Therefore, BVES needs to recognize that under these conditions, system reliability and continuity of electric service is important to public safety and every effort should be taken to restore power in a safe and timely manner.

The non-winter months (April through October) bring the following characteristics to BVES's service area:

- Lower load demand due to reduced or minimal tourism and no ski resort snowmaking, therefore BVES's load is generally lowest in April, May, September and October; the load increases somewhat in the summer months of June, July and August;
- Higher ambient temperatures with low humidity that rarely require air conditioning; and
- Higher wildfire risk due to low moisture content in the service area and increase presence of fuel (dry vegetation).

Therefore, during the winter months as described above, the BVES distribution system is optimized for safety and reliability. Following the winter season, the system operational focus is more defensive and optimized almost entirely for fire prevention.

4.6. **Daily-to-Real-time Considerations.** The daily and even hourly changes in environmental and system conditions can change the risk of wildfire significantly. Therefore, the factors affecting Daily-to-Real-time considerations must be understood and be evaluated by the Operations Team to develop the appropriate risk mitigation package on a daily or even more frequently when adverse factors develop or are expected to develop. Some the factors that the Operations Team needs to consider are:

- **Forecasted and actual weather:** Sustained wind speed, wind gust strength, dryness (humidity), precipitation, etc.
- **Fuel inventory:** Buildup of ground cover vegetation, timber on the ground, thickness of forest, etc.
- **Dryness of fuel:** Dryness of dead vegetation, timber on the ground, etc.
- **System design limitations:** Installed bare conductor configuration, conventional expulsion fuses installed in the system, switches with limited protective and remote control capabilities, etc.

- **T&D equipment failure or degradation:** Protective switch failure, loss of remote connectivity with protective devices, etc.
- **Missed or delayed inspection:** Detailed inspection or patrol per GO-95 missed or delayed, GO-174 inspection missed or delayed, other inspection deemed critical missed or delayed, etc.
- **Delayed correction of fire hazard inspection discrepancies:** Correction of "must be fixed before fire season" discrepancies, GO-95 discrepancies not corrected within required periodicity, etc.
- **Operational deviations from normal lineup:** Abnormal system lineup due to planned maintenance, system upgrades, equipment degradation, etc.
- **Degradation in situational awareness:** Failure or loss of connectivity with installed weather stations, loss of NFDRS (e.g., during Federal Government shutdown), loss of remote circuit monitoring, loss of HD Alert Camera coverage, etc.
- **Resource degradation:** Insufficient line crews and/or other key operation staff, loss of utility vehicles, etc.

Therefore, for obvious reasons and as previously stated **Daily-to-Real-time considerations always override seasonal considerations**.

4.7. **Pre-Planned Operational Posture.** Some of the factors discussed in the previous section, may have a determined utility condition based response posture, while others require the specific evaluation by the Operations Team of the particular issue. The operational actions to be taken for forecasted and actual weather, fuel inventory, dryness of fuel, and system design limitation consideration factors are easily pre-determined. Whereas the response to the rest of the Daily-to-Real-time consideration factors, must be individually evaluated to determine their impact on the overall plan. For example, if certain weather stations suffer a failure, the Utility Manager may require the Wildfire Response Team be deployed sooner in a high wind developing situation.

4.7.1. **Seasonal Operational Posture**: The following operational actions are to be taken as follows:

- The Radford Line will be de-energized from April to October. Specific dates will be recommended by the Field Operations Supervisor and approved by the Utility Manager. The line will be ready for re-energization should the load demand require it, for planned maintenance or system upgrades, or for other operational reason approved by the Utility Manager. De-energizing the Radford Line does not degrade redundancy since the supply lines from Lucerne are separate and independent of each other. The Radford Line is simply needed to assist with winter high loads. The Utility Manger will inform the President of any changes in the status of the Radford Line.

- From April to October, certain Auto-Reclosers and Switches shall be placed in "Manual" (e.g., they will not shut and test upon detecting a fault). The Field Operations Supervisor will develop a specific list of the devices to be placed in "Manual" and will forward the list to the Utility Manager and President. Specific dates will be recommended by the Field Operations Supervisor and approved by the Utility Manager. Once BVES's Grid Automation Project establishes connectivity and control of these devices, this policy will be re-evaluated.
- From April to October, all Fuse TripSavers shall be placed in "Manual" (e.g., they will not shut and test upon detecting a fault). Specific dates will be recommended by the Field Operations Supervisor and approved by the Utility Manager. Once BVES's Grid Automation Project establishes connectivity and control of these devices, this policy will be re-evaluated.
- Due to reduced load in non-winter period, the Utility Engineer & Wildfire Mitigation Supervisor will develop specific settings for Auto-Recloser and other protective devices in the field to enhance fire prevention. The list of affected devices will be provided to the Utility Manager and the Field Operations Supervisor. Additionally, the Field Operations Supervisor will be provided the settings that the Field Operations staff will be required to set on each device. Specific dates to enter these reduced settings will be recommended by the Field Operations Supervisor and approved by the Utility Manager. Engineering staff will not change device settings without the Field Operations Supervisor's authorization.
- When an Auto-Recloser, Switch, or Fuse TripSaver that was placed in "Manual" due to the above policy trips open, the affected portions of the deenergized circuit or feeder will be patrolled prior to re-energizing them. If the cause is likely known and the fire risk is "Green" or "Yellow," the Field Operations Supervisor may authorize the Line Crew to test the device once. If the device trips open again, the circuit or feeder must be thoroughly patrolled to determine the fault and ensure there is no risk of causing fire.

4.7.2. **Daily-to-Real-time Operational Posture**: The pre-planned operational postures provided in this section take into account the System Design Limitations factor. As system hardening and other Wildfire Mitigation Plan projects and programs are completed thereby mitigating the risk to wildfire, the Utility Manager will recommend updates to the plan.

BVES's forecasting framework for fire prevention measures relies on the National Fire Danger Rating System (NFDRS) and contracted meteorologist evaluation of the local forecast. The entire BVES system is in NFDRS Predictive Service Area SC10. The predictive service provides a wildfire risk forecast based on weather, on fuel build up, and fuel dryness among other factors and designates high-risk days as indicated in Table 4-1, Fuel Dryness and High-Risk Days, below:

Table 4-1: Fuel Dryness and High-Risk Days

Fuel Dryness & High Risk Days	Rating	Description
Green	**Moist**	Little to no risk of fires.
Yellow	**Dry**	Low risk of large fires in the absence of a "High Risk" event.
Brown	**Very Dry**	Low/moderate risk of large fires in the absence of a "High Risk" event.
Orange	**High-Risk Day**	At least a 20% chance of a "Large Fire" due to a combination of either "Dry" or "Very Dry" fuel dryness and a critical burn environment (e.g., Santa Ana winds).
Red	**High-Risk Day**	At least a 20% chance of a "Large Fire" due to a combination of either "Dry" or "Very Dry" fuel dryness and an ignition trigger (lightening).

An example of the seven-day forecast is provided below in Table 4-2, Example NFDRS Forecast:

Table 4-2: Example NFDRS Forecast

SC09-Western Mountains							
SC10-Eastern Mountains							
SC11-Southern Mountains							

The NFDRS is generally updated 3-5 times per day. Additionally, it should be noted that it has been observed that during the Federal Government shutdowns due to budget issues, the NFDRS forecast is suspended. Therefore, during these periods, the Utility Manager must recommend measures to mitigate this degradation in situational awareness.

The contracted meteorologist integrates the NFDRS with the detailed local forecast specific to BVES's service area and develops a risk rating as indicated below in Table 4-3, Significant Fire Potential.

Table 4-3: Significant Fire Potential

The Field Operations Supervisor will monitor the fire risk as designated by the consultant meteorologist, the NFDRS fire danger forecast, and indications from installed weather stations, which are equipped with alarms based on actual wind speed and then direct the proper operational pre-planned response. As indicated in Table 4-4 below, "Brown", "Red", and "Orange" are considered elevated fire threat conditions that require the BVES system to be configured for fire prevention over reliability concerns.

Table 4-4: Operational Direction Based on Wildfire Risk Forecast

Operations Pre-Planned Action	Green	Yellow	Brown	Orange	Red
Auto-Reclosers and Protective Switches with Reclosing Capability[1]	Automatic[1]	Automatic[1]	Manual (Non-Automatic)		
Patrol following circuit or feeder outage[2]	No[2,3]	No[2,3]	Yes		
Fuse TripSavers[1]	Automatic[1]	Automatic	Manual (Non-Automatic)		
Radford Line Use[4]	May be energized	May be energized	De-energize[5]	De-energize	De-energize
Deploy Wildfire Risk Team(s) to "high risk" areas	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.		
Forward to Field Operations updated list of medical baseline customers and impacts access and functional needs population	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.		

[1] During the non-winter months, certain devices as developed by the Field Operations Supervisor and approved by the Utility Manager will remain in Manual (Non-Automatic) for the entire period regardless of the wildfire risk.

[2] During the non-winter months, when an Auto-Recloser, Switch, or Fuse TripSaver that was placed in "Manual" due to the above policy trips open, the affected portions of the de-energized circuit or feeder will be patrolled prior to re-energizing them.

If the cause is likely known and the fire risk is "Green" or "Yellow," the Field Operations Supervisor may authorize the Line Crew to test the device once. If the device trips open again, the circuit or feeder must be thoroughly patrolled to determine the fault and ensure there is no risk to causing fire.

[3] No patrol is required. Re-test allowed following check of fault indicators, SCADA, other system indicators, and reports from the field. If the re-test fails, a patrol is mandatory.

[4] Normally only energized during winter period. If must be de-energized during winter period due to high risk conditions, and load is beyond the capability of the Lucerne supply lines plus the BVPP capacity, then reduce interruptible customer load as needed.

[5] May be energized if forecasted and actual sustained wind and wind gust conditions are less than 40 mph and the Radford Line is required to meet load demand or the support load due to loss of other power sources or due to planned maintenance

Activate EOC	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.
Prepare Bear Valley Power Plant for sustained operations.	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.
Conduct switching operations to minimize impact of potential PSPS activity	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.
Activate first responder, local government and agency, customer and community, and stakeholders PSPS communications plan	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.
Activate Community Resource Centers	No	No	Yes, if forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase.
Public Safety Power Shutoff	No	No	Yes, if actual sustained wind or 3-second wind gusts exceed 55 mph.[6]

when the benefits of the maintenance will overall reduce the risk of wildfire. In all of these cases, the Utility Manger will approve energizing the Radford Line and will inform the President.

[6]The Utility Manager may initiate PSPS if in his judgement the actual conditions in the field pose a significant safety risk to the public.

4.8. **Public Safety Power Shutoff (PSPS) Consideration.** Based on the evaluation of BVES's potentially weakest overhead facilities, BVES has determined that specific actions per Table 4-4 above should be taken when wind gusts of 3 seconds or more exceed 55 mph and a period of high fire threat danger exists. These conditions are often referred to as "extreme fire threat weather and conditions." This action is designed to satisfy GO-166 Standard 1.E requirements.

4.8.1. Despite having a proactive and aggressive vegetation management program, vegetation may still contact power lines; for example, in high winds, branches outside the vegetation clearance zone may break and be blown onto bare conductors and/or trees outside the clearance zone may fall into bare conductors. The specific strength of trees and branches is unknown; therefore, in high winds, it is impossible to predict how every tree and branch in the service territory would be impacted. This condition plays a key role how BVES has selected its tripwire 3second wind gust speed for PSPS and designated certain locations as "at risk" locations for proactive de-energization during extreme fire weather conditions.

4.8.1.1. Changes in vegetation density, circuit improvements such as conversion from overhead to underground, or other environmental factors may drive BVES to re-evaluate the designated "at risk" line sections in its system and, therefore, specific line sections may be added, removed or modified to the "at risk" list as appropriate in the future.

4.8.1.2. It should be noted that while BVES is able to evaluate its facilities and determine the limiting wind speeds when distribution facilities are possibly at high risk, BVES is not able to determine the strength or health of vegetation surrounding bare conductors outside of the required vegetation clearance zones as well as other structures that may come loose and impact BVES distribution facilities. Therefore, BVES may determine a need to proactively de-energize facilities during high fire threat and high wind conditions. This would be done in close consult and coordination with local government and agencies.

4.8.1.3. In determining whether to invoke PSPS, BVES staff considers a number of factors affecting whether or not "extreme fire weather and threat conditions" exist including the following:

- Design strength and other characteristics of distribution overhead facilities. Vegetation density.
- National Fire Danger Rating System (NFDRS) for 7-day fire threat outlook.
- National Weather Service advisories.
- Local weather forecasts and advisories.
- BVES meteorologist's forecast.
- Information from BVES installed weather stations.
- Real-time information from trained personnel positioned in high-risk areas. Input from state and local authorities and Emergency Management Personnel.

"Extreme fire weather conditions" are deemed to be forecasted or exist when the National Fire Danger Rating System forecast is "red," "orange," or "brown" for area SC-10, high winds (45 mph or greater) are forecasted or measured, and the BVES meteorologist forecasts high fire threat conditions.

Once it is determined that "extreme fire weather conditions" are forecasted or exist, BVES Staff will implement BVES Public Safety Power Shutoff Procedures per Section 4 at the direction of the Utility Manager.

4.8.1.4. BVES has identified seven sections of "at risk" areas based on the type of distribution facilities (overhead bare conductions, high voltage, etc.), tree and vegetation density, available dry fuel, and other factors that make certain locations more vulnerable to wildfire risk. As previously stated, BVES's entire service area is in the High Fire Threat District (HFTD) Tiers 2 and 3. The "at risk" areas are identified shown in Appendix A map. These areas may be selectively deenergized by "opening" the Auto-Reclosers (AR) designated in Table 4-5, Switches to De-energize "At Risk" Areas, below.

Table 4-5: Switches to De-energize "At Risk" Areas

Circuit (AR To Be Opened)	Number of Customers
Radford 34kV	0[1]
North Shore 4kV (Open AR) 805)	1021
Erwin 4 kV (Open AR 1128)	197
Boulder 4kV (Open AR 105)	1063
Lagonita 4kV (Open AR 145)	946
Club View 4kV (Open AR 424)	740
Goldmine 4kV (Open AR 405)	950

[1]Load is shifted to Shay 34kV line.

It is expected that if PSPS is necessary, in most cases it would be limited to one or more of these "high risk" areas. However, the Operations Team must monitor the entire service area and invoke PSPS as a measure of last resort on any BVES circuit when condition warrant such action.

4.9. **Restoration from PSPS.** When wind speeds in the affected area where PSPS was invoked calm below 50 mph for a minimum period of 20 minutes, crews may assess the fire weather conditions have subsided to "safe levels." However, the crews may extend the calm period beyond 20 minutes, if they assess that further gusts of greater than 50 mph are likely based on their direct observation of local conditions or forecasts indicate a high probability of winds picking up to greater than 50 mph. Crews should communicate with the Field Operations Supervisor prior to assessing the situation as "safe levels" so that an evaluation of actual conditions in the field may be merged with the latest forecasted information. Restoration activities include:

- Validating that the extreme fire weather conditions have subsided to safe levels.
- Conducting field inspections and patrols of facilities that were de-energized.
- Re-energization of inspected (and repaired if necessary) circuits.

5. BVES PSPS Procedures

5.1. **Emergency Response Plan.** Section 4 to the BVES Emergency Response Plan provides an explanation of the BVES system sources of power and actions to be taken when there is partial or complete loss of sources of power. Appendix B to this Plan provides a graphic showing the sources of power available to the BVES system including the SCE supply lines and their capacity. This PSPS Plan provides supplemental guidance in the case of SCE PSPS events that result in a complete or partial loss of all SCE lines in order to avoid a "black start" of the Bear Valley Power Plant (BVPP). Once PSPS is implemented, outages shall be managed using the guidance of the BVES Emergency Response Plan and the supplemental guidance of this procedure.

5.2. **PSPS Phases.** Table 5-1, PSPS Phases for PSPS Procedures, provides a timeline summary of actions to be taken for PSPS on BVES owned bare wire overhead power lines in some or all areas of the BVES service area and/or SCE directed PSPS affecting the BVES service area. It should be noted that weather changes can be sudden and the target timelines may end up being shorter than indicated in Table 5-1. PSPS actions are to be driven by forecasts and actual conditions in the field. The specific phases are:

- **Preparatory Phase:** Conducted annually well before extreme fire threat conditions are expected; or when lessons learned or other conditions warrant updating plans, training, and/or outreach. Develop communication and notification plans jointly with CalOES, county and local governments, independent living centers, and representatives of people/communities with AFN. Create a plan for CRC(s).
- **Warning Phase:** Starts 4-7 days prior to forecasted extreme fire threat weather and conditions. Mainly involves preparing to conduct PSPS when it is warranted and notifying local government, agencies, partner organizations, and customers. This phase includes various levels of notification at the 4-7 days ahead, 4 days ahead, 23 days ahead, 1-2 days ahead, and 1-4 hours ahead (PSPS imminent) points in the preparatory process.
- **Implementation Phase:** Involves de-energizing "at-risk" areas due to verified actual extreme fire threat weather and conditions and/or responding to SCE directed PSPS of SCE supply lines to BVES service area.
- **Restoration Phase:** Involves restoring power to de-energized circuits following verification that actual extreme fire threat weather and conditions have subsided and/or restoring SCE supply lines when they are re-energized.
- **Reporting and Lessons Learned Phase:** Documenting and reporting to Safety Enforcement Division required information on the PSPS event and capturing lessons learned to ensure future PSPS events benefit from an understanding of what worked and what did not work in previous PSPS events.

5.3. **PSPS Procedures.** Section 4 (Fire Prevention) provides the operational guidance on actions to be taken to mitigate the risk of fire. PSPS is a ***measure of last resort*** after all other fire prevention measures have been implemented. The drivers leading to the decision to de-energize BVES circuits are provided in Section 4 as well as those to restore from PSPS.

Table 5-1: PSPS Phases for PSPS Procedures

Phase	Timeframe	Internal Staff Actions	External Communications and Notifications
Preparatory	**Pre-fire season.** • Conducted annually well before extreme fire threat conditions are expected; or • When lessons learned or other conditions warrant updating plans, training, and/or outreach. • Coordinate with the CPUC, CalFire, CalOES, communications providers, representatives of people/communities with access and functional needs, and other public safety partners to plan deenergization simulation exercises throughout the utility service territories in the areas with the highest historical and forecasted risk for deenergization in advance of fire season.	**Planning and Training** • Managers review and update plans and procedures. • Managers ensure staff are trained on PSPS procedures as applicable. • Reach out to media and Community-based organizations to ensure consistent awareness of and availability to third-parties of all messaging and map data, including application programming interfaces, that are used for deenergizations events. • Customer Service Department will ensure all equipment and supplies for the CRC are functional and readily available.	**Local Government, Agencies, and Partner Organizations:** • Provide copy of plan and solicit comments. • Incorporate comments as deemed appropriate. • Conduct meetings to discuss procedures. • Update primary and secondary contacts for PSPS communications. • Advisory Board: May consist of public safety partners, communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of people/communities with access and functional needs and vulnerable communities, and academic organizations. **Customer Outreach and Education:** • Post PSPS information on BVES's Website and social media. • Include PSPS information in periodic customer newsletter. • Conduct public workshops. • Provide PSPS notifications via email, telephone calls, Interactive Voice Response (IVR) proactive calling system, and two-way text messaging.

Warning	**4-7 Days Ahead** (Forecasts indicate extreme fire threat weather and conditions may occur)	**Operations & Planning:** • Evaluate possible impacted area(s) and ensure resources ready to support PSPS. • Contact SCE Staff and maintain status of SCE supply lines. • Review operational and maintenance status of subtransmission system. • Review operational and maintenance status of Bear Valley Power Plant (BVPP). • Review operational and maintenance status of Radford Line. • Consider conducting patrol of Radford Line. • Review National Weather Service (NWS) forecasts, National Fire Danger Rating System (NFDRS) 7-day	**None**
		forecast, and weather and threat assessments from contracted meteorology consultant. • Consider having meteorology consultant provide more frequent forecasts. • Alert customer service to possibility of PSPS. **Customer Service:** • Review and edit as applicable templates for PSPS events and the anticipated impacts on BVES Customers. • Staff drafts notices to Public Affairs consultant for review, significant changes to templates are made. • Create warning notifications to customers via email, telephone calls, IVR proactive calling system, and twoway text messaging.	

Warning	**4 Days Ahead** (Continuing and consistent forecasts of extreme fire threat weather and conditions)	**Operations & Planning:** • Closely monitor fire weather alerts from various sources with the goal of refining the forecast (NWS, NFDRS, and meteorology consultant weather and threat assessments). • Contact SCE Staff and maintain status of SCE supply lines. If any SCE lines are under "PSPS Consideration," take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Consideration. • Ensure sub-transmission system is in most reliable condition. Defer and/or secure from planned maintenance. • Ensure BVPP ready to operate. Defer and/or secure from planned maintenance. • Alert Energy Resource Department of possible extended BVPP operations. • Consider energizing Radford Line, if deemed necessary for reliability. • Closely coordinate with SCE Staff regarding the PSPS status of SCE supply lines (Doble, Cushenberry, and Bear Valley/Radford). • Ensure BVES installed weather stations fully operational. • Ensure circuit load monitoring equipment fully operational. • Place BVES staff incident responders on alert. **Customer Service:** • Finalize **"4 Day Alert"** email regarding continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed	**Local Government, Agencies, and Partner Organizations:** • Email **"4 Day Alert"** to local government, agencies, and partner organizations primary and secondary points of contact. • Alert the emergency management community, first responders and local government first.
		PSPS and/or SCE directed PSPS. Also, provide anticipated impacts on BVES Customers and direction of event. Obtain President's approval to release. • BVES will issue a press release to local media (newspaper and radio) and will post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and twoway text messaging.	

Warning	**2-3 Days Ahead** (Extreme fire threat weather and conditions forecasted with increasing confidence)	**Operations & Planning:** • Continue to closely monitor fire weather alerts from various sources with the goal of refining the forecast (NWS, NFDRS, and meteorology consultant weather and threat assessments). • Prepare staff rotation plans to support continuous field crew operations, BVPP operations, dispatch, and customer service. • Evaluate need for additional resources from mutual aid agreements (CUEA and MMAA) and contracted services. Alert additional resources points of contact. • Set up processes to frequently monitor BVES installed weather stations. • Review pre-approved field Switching Orders against current system line-up and make changes as applicable with Field Operations Supervisor's approval. • Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders. • Closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable. **Customer Service:** • Finalize **"2-3-Day Notice"** regarding forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed PSPS and/or SCE directed PSPS. Also, provides anticipated impacts on BVES Customers and direction of event. Obtain President's approval to release. • BVES will issue a press release to local media (newspaper and radio) and will post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and twoway text messaging.	**Local Government, Agencies, and Partner Organizations:** • Email **"2-3 Day Notice"** to local government, agencies, and partner organizations primary and secondary points of contact. • Coordinate with the emergency management community, first responders and local government first. • Encourage widest dissemination of this information. **Customer Outreach:** • Post **"2-3 Day Notice"** on BVES website and social media. • Issue **"2-3 Day Notice"** press release for local media. Send out **"2-3 Day Notice"** via IVR. • Send out "2-3 Day Notice" via Text • Send out "2-3 day Notice" via Email

Warning	**1-2 Days Ahead**
	(Extreme fire threat weather and conditions forecasted with high degree of confidence)
		Operations & Planning:
		• Continue to closely monitor fire weather alerts from various sources with the goal of refining the forecast (NWS, NFDRS, and meteorology consultant weather and threat assessments).
		• If needed, request additional resources from mutual aid agreements (CUEA and MMAA) and contracted services).
		• Monitor BVES installed weather stations on a frequent basis.
		• Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders.
		  ○ Set up CRC and conduct a mock SOE scenario to include testing of all equipment and needed supplies.
		  ○ Purchase non-perishable food items to provide to our customers including bottled water.
		• Continue to closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable.
		• When directed by the Utility Manager: ○ Staff incident responders called in. ○ Incident dispatch established.
		  ○ Field Crews dispatched to monitor various actual field conditions for extreme fire weather and other dangerous conditions throughout the service area and "at risk" areas.
		  ○ Implement BVES ERP including staffing the EOC as applicable.
		
		Customer Service:
		• Finalize **"1-2 Day Notice"** regarding imminent extreme fire threat weather and conditions, which may result in BVES directed PSPS and/or SCE directed PSPS. Also, provides anticipated impacts on BVES Customers and duration of event. Obtain President's approval to release.
		• Update list of medical baseline customers that may lose power as result of PSPS.
			Local Government, Agencies, and Partner Organizations:
			• Email **"1-2 Day Notice"** to local government, agencies, and partner organizations primary and secondary points of contact.
			• Coordinate with the emergency management community, first responders and local government first.
			• Encourage widest dissemination of this information.
			
			Customer Outreach:
			• Post **"1-2 Day Notice"** on BVES website and social media.
			• Issue **"1-2 Day Notice"** press release for local media.
			  Send out **"1-2 Day Notice"** via IVR.
			• Send out "1-2 Day Notice" via Text
			• Activate "1-2 day Notice" via Email

		• Update list of AFN customers that may lose power as result of PSPS. • BVES will issue a press release to local media (newspaper and radio) and will post notification on website.	

		• Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and twoway text messaging	
Warning	**1-4 Hours Ahead When De-Energization Imminent.** (Extreme fire threat weather and conditions validated by field resources)	**Operations & Planning:** • Closely coordinate with SCE regarding SCE directed PSPS that affect SCE lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS. • Field Operations staff frequently monitor BVES installed weather stations. • Field Crews patrol throughout service area and the "at risk" areas to monitor various actual field conditions for extreme fire weather and other dangerous conditions. • Field Crews monitor local wind gusts in "at-risk" areas. **Customer Service:** • Finalize "**De-energization Imminent Notice"** regarding extreme fire threat weather and conditions validated by field resources and actual PSPS de-energization(s) directed by BVES and/or SCE and includes areas deenergized, number of customers without power, and best estimated time to restore (ETR). Obtain President's approval to release. • Refine lists of medical baseline customers without power. • Update list of AFN customers that may lose power as result of PSPS • BVES will issue a press release to local media (newspaper and radio) and will post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two way text messaging.	**Local Government, Agencies, and Partner Organizations:** • Email **"De-energization Imminent Notice"** to local government, agencies, and partner organizations. • Coordinate with the emergency management community, first responders, and local government in managing outages due to PSPS. • Provide list of customers that may be without power and listed as medical baseline customers to Sheriff Department and Fire Department. • Encourage widest dissemination of this information. **Customer Outreach:** • Post "**De-energization Imminent Notice"** on BVES website and social media. • Issue "**De-energization Imminent Notice"** press releases for local media. • Send out "**De-energization Imminent Notice"** via IVR. • Send out "**De-energization Imminent Notice** Day Notice" via Text • Send out "**De-energization Imminent Notice**" via Email

Implementation	During de-energization event. (Extreme fire threat weather and conditions validated by field resources)	**Operations & Planning:** • Closely coordinate with SCE regarding SCE directed PSPS that affect SCE lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS. • Field Operations staff frequently monitor BVES installed weather stations. • Field Crews patrol throughout service area and the "at risk" areas to monitor various actual field conditions for extreme fire weather and other dangerous conditions. • Field Crews monitor local wind gusts in "at-risk" areas.	**Local Government, Agencies, and Partner Organizations:** • Email **"De-energization Notice"** to local government, agencies, and partner organizations. • Coordinate with the emergency management community, first responders, and local government in managing outages due to PSPS. • Send **"De-energization Updates"** on the PSPS. • Provide list of customers without power and listed as medical baseline and AFN customers to Sheriff Department and Fire Department. • Encourage widest dissemination of this information.
		• Field Crews de-energize circuits in "at risk" areas as wind gusts reach threshold for de-energization as designated by Field Operations Supervisor. • Field Crews may de-energize additional power lines they evaluate as posing a public safety hazard and/or as directed by Field Operations Supervisor. • Prepare GO-166 major outage and ESRB-8 notifications as applicable. **Customer Service:** • Finalize "**De-energization Notice"** regarding extreme fire threat weather and conditions validated by field resources and actual PSPS de-energization(s) directed by BVES and/or SCE and includes areas de-energized, number of customers without power, and best estimated time to restore (ETR). Obtain President's approval to release. • Finalize **"De-energization Updates"** providing status changes such as when the number of customers without power and/or ETR(s) change significantly. Obtain President's approval to release. • Refine lists of medical baseline customers without power.ES will issue a press release to local media (newspaper and radio) and will post notification on website.	• Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of shutting off the power if the outage meets the major outage criteria of GO-166. • Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being Shutoff per ESRB-8. **Customer Outreach:** • Post "**De-energization Notice"** and "**De-energization Updates"** (when warranted) on BVES website and social media. • Issue "**De-energization Notice"** and "**De-energization Updates"** (when warranted) press releases for local media. • Send out "**De-energization Notice"** and "**De-energization Updates"** (when warranted) via IVR. • Send out "De-energization Notice" and "**De-energization Updates"** (when warranted) via Text • Activate "De-energization Notice" and "**De-energization Updates"** (when warranted) via Email • Communicate with emergency services regarding AFN and medical baseline customers.

		• Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and twoway text messaging.	

Restoration	**Re-energization** (Extreme fire conditions subside to safe levels as validated by field conditions)	**Operations & Planning:** • Field Crews validate that the extreme fire weather conditions have subsided to safe levels as designated by the Field Operations Supervisor and report these conditions to Dispatch. • Field Crews conduct field inspections and patrols of facilities that were de-energized. • When field inspections and patrols are completed satisfactorily, power is restored to the affected circuits. • As SCE restores supply lines, Field Crews conduct switching operations as directed by Field Operations Supervisor to restore systems normal. **Customer Service:** • Finalize **"Intent to Restore"** notice to include ETR(s) and obtain President's approval to release.	**Local Government, Agencies, and Partner Organizations:** • Send **"Intent to Restore"** notice to local government, agencies, and partner organizations. Encourage widest dissemination of this information. • Coordinate with the emergency management community, first responders, and local government in managing restorations. • Send **"Restoration Complete"** notice to local government, agencies, and partner organizations once power is fully restored or an update if restoration is delayed. **Customer Outreach:** • Post **"Intent to Restore"** notice on BVES website and social media. • Issue **"Intent to Restore"** press release for local media.
		• Finalize **"Restoration Complete"** notice to be issued when power is fully restored and obtain President's approval to release. • Breakdown of CRC including removal/storage of all equipment and supplies.	• Send out **"Intent to Restore"** notice via IVR. • Send out **"Intent to Restore"** notice via Text • Send out **"Intent to Restore"** notice via Email • Post **"Restoration Complete"** notice on BVES website and social media once power is fully restored or an update if restoration is delayed. • Issue **"Restoration Complete"** press release for local media once power is fully restored or an update if restoration is delayed. • Send out **"Restoration Complete"** notice via IVR once power is fully restored or an update if restoration is delayed. • Send out **"Restoration Complete"** notice via Text once power is fully restored or an update if restoration is delayed. • Send out **"Restoration Complete"** notice via Email once power is fully restored or an update if restoration is delayed.
Reporting and Lessons Learned	**Post Event**	**Operations & Planning:** • Utility Manager conduct lessons learned with applicable staff. Include Customer Service and solicit input from Local Government, Agencies, and Partner Organizations. • If applicable, update plan and procedures per the lessons learned. • Prepare PSPS Post Event Report required by ESRB-8 and forward to President and Manager Regulatory Affairs for approval.	**CPUC Safety Enforcement Division:** File a report (written) to President of SED no later than 10 business days after the Shutoff event ends per ESRB-8.

5.4. **SCE Directed PSPS Procedures.** Close coordination with SCE is essential to mitigating the impact of any SCE directed PSPS events that would result in a complete and/or partial loss of SCE supply lines. The following preparatory coordination has been established:

- Each year, before the fire season, BVES Management Team will engage SCE Management on coordination for potential and actual PSPS events.
- BVES Management Team will update contact information with the SCE Key Account Manager for the BVES account.
- BVES Field Operations staff will update contact information with the SCE Lugo and Colton Control Stations which have direct operational control over the SCE supply lines to BVES.

When PSPS events are forecasted and/or implemented, the SCE Key Account Manager will coordinate with the BVES Management Team and the SCE Lugo and Colton Control Stations will coordinate directly with the designated BVES Field Operations Team.

Table 5-2, BVES Action for SCE Lines Under PSPS Consideration, provides procedures to implement to best prepare the BVES system for a complete and/or partial loss of SCE supply lines.

Table 5-2: BVES Action for SCE Lines Under PSPS Consideration

Condition	BVES Action
SCE places Doble or Cushenberry Line under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Operations & Planning Manager evaluate energizing Radford Line for improved reliability.
SCE places Bear Valley Line under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. If Radford is energized, shift loads to Shay Line.
SCE places Doble **and** Cushenberry Lines under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Energize the Radford Line. 3. Prepare for potentially losing all SCE supply lines from Lucerne. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Evaluate distribution circuit loads.
SCE places Doble or Cushenberry, and Bear Valley Lines under PSPS Consideration	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Prepare for potentially losing all SCE supply lines from Lucerne. 3. Prepare for sustained BVPP operations and rolling blackouts. 4. Evaluate distribution circuit loads.
SCE places Doble, Cushenberry, and Bear Valley Lines under PSPS Consideration	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Prepare for potentially losing all SCE supply lines into BVES service area. 3. Prepare for sustained BVPP operations and rolling blackouts. 4. Evaluate distribution circuit loads.

Table 5-3, BVES Action for SCE Lines De-energized Due to PSPS, provides procedures to use in the event of a partial or complete loss of SCE supply lines due to PSPS. These procedures are based on procedures specified in Section 4 to the BVES Emergency Response Plan except that they take into account that BVES will closely coordinate with SCE Staff as follows:

- BVES will receive warnings of impending PSPS on the SCE lines about 2 days prior to the event.
- BVES will receive updates to the status of the lines under PSPS Consideration.

- SCE will notify BVES at least 4 hours prior to de-energizing any SCE supply lines to BVES service area.

These timely notifications will allow BVES to take preparatory action to shed load to within the expected capacity of its remaining sources of power and will allow BVES to avoid a "black start" on the BVPP. Therefore, the procedures of Table 5-3 should be followed during PSPS event. However, if there is a sudden complete or partial loss of SCE supply lines, the procedures in Section 4 of the BVES Emergency Response Plan are more appropriate and should be followed as directed by the Utility Manager.

Table 5-3: BVES Action for SCE Lines De-energized Due to PSPS

Condition	BVES Action
SCE De-energizes Doble or Cushenberry Line for PSPS.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Energize Radford Line as needed to meet load demand. If the Utility Manager deems it necessary, energize the Radford Line as needed for reliability. 3. Startup of the BVPP as needed to meet load demand. 4. No reduction on load necessary, since the Doble and Cushenberry are capable of carrying the other's load. 5. Implement applicable portions of BVES Emergency Response Plan for a partial loss of SCE supply lines.
SCE De-energizes Bear Valley Line for PSPS.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. If Radford is energized, shift loads to Shay Line prior to deenergizing for PSPS. Generally, this should be done about 4 hours prior to the SCE de-energizing the line. 3. If needed, start up the BVPP to meet load demand. 4. If needed, instruct interruptible customers (Bear Mountain Resorts) to reduce load as needed to meet load demand. 5. Implement applicable portions of BVES Emergency Response Plan for a partial loss of SCE supply lines.
SCE De-energizes Doble or Cushenberry **and** Bear Valley Lines for PSPS.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Since the Doble and Cushenberry are capable of carrying the other's load, follow the procedure for "SCE De-energizes Bear Valley Line for PSPS" above. 3. Prepare for potentially losing all SCE supply lines into BVES service area. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Evaluate distribution circuit loads.

	6. Implement applicable portions of BVES Emergency Response Plan for a partial loss of SCE supply lines.
SCE De-energizes Doble and Cushenberry Lines for PSPS.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. If not already done, energize the Radford Line. 3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, shift as much of the load to the BVPP and Radford Line as follows: a. Open the Shay and Baldwin ARs. b. "Express" the Radford Line to Meadow Substation without overloading the Radford Line per Field Operations' switching order. c. Start up the BVPP, place enginators on-line and increase load to within the combined capacity of the BVPP and Radford Line.

Table 5-3: BVES Action for SCE Lines De-energized Due to PSPS

Condition	BVES Action
	d. Implement BVES Emergency Response Plan for sustained loss of SCE supplies from Lucerne including "rolling blackout" procedures. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Frequently monitor distribution circuit loads.
SCE de-energizes Doble, Cushenberry, and Bear Valley Lines for PSPS.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. If the Radford Line is energized, shift loads to the Shay Line. 3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, perform the following: a. Start up all of the BVPP enginators. b. Reduce system load to within the capacity of the BVPP by isolating distribution circuits as directed by the Field Operations Supervisor. c. Once system load is matched with the BVPP capacity, open the Shay and Baldwin ARs. d. Implement BVES Emergency Response Plan for sustained loss of all SCE supply lines including "rolling blackout" procedures.

6. PSPS Public Outreach and Communications

6.1. **Importance of Public Outreach.** Due to the significant impact that a PSPS event may have on the community and customers, it is essential that early and accurate communications be conducted throughout the PSPS event coincides with local government, agencies, partner organizations (includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and functional needs), and customers. Effective communications are key to allow stakeholders to take preparatory actions that will mitigate the impact of a PSPS event on them.

6.2. **ERP Communications Procedures.** During the time period leading up to the PSPS event, during a PSPS event, and during the restoration period from a PSPS event, the Emergency Response Communications Plan (Section 5) of the Emergency Response Plan (ERP) shall be implemented as applicable in conjunction with this plan.

6.3. **PSPS Planned Communications.** Table 6-1, BVES PSPS Communications Template Listing, are to be prepared by the Customer Program Specialist and be preapproved through the President well ahead of expected PSPS events such that BVES staff may quickly initiate effective communications with stakeholders during a PSPS event. The templates are designed to provide a standard “fill in the blank” notice that may be amended depending on the specific situation as applicable. Templates shall initially be reviewed and edited as applicable by BVES’s public relations contractor. Additionally, the templates shall be reviewed annually and/or when lessons learned indicate changes to the templates are appropriate.

Table 6-1: BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
4-Day Alert	Provides notice of continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed PSPS and/or SCE directed PSPS. Also, provides anticipated impacts on BVES Customers and direction of event.	☐ Email	☐ Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs), and customers (including medical baseline and behind-the-meter).

Table 6-1: BVES PSPS Communications Template Listing

			Recipients

Template	Content	Media		
2-3 Day Notice	Provides notice of forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed PSPS and/or SCE directed PSPS. Provides anticipated impacts on BVES Customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	☐	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
1-2 Day Notice	Provides notice regarding imminent extreme fire threat weather and conditions, which may result in BVES directed PSPS and/or SCE directed PSPS. Also, provides anticipated impacts on BVES Customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	☐	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

De-energization Imminent Notice	Provides notice that BVES directed PSPS is imminent (within 1-4 hours) based on validated extreme fire threat weather and conditions. Also, provides anticipated impacts on BVES Customers and duration of event.	Email BVES Website Social Media Press Release IVR Message Text Message	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behindthe-meter).

Table 6-1: BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
De-energization Notice	Provides notice of extreme fire threat weather and conditions validated by field resources and actual PSPS de-energization(s) directed by BVES and/or SCE and includes areas deenergized, number of customers without power, and best estimated time to restore (ETR).	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
De-energization Updates	During de-energization event, provides notice of changes such as when the number of customers without power and/or ETR(s) changes significantly.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

Intent to Restore	Provides notice that extreme fire threat weather and conditions have subsided, BVES crews are performing post-PSPS Release restoration inspections, and Message ETR(s).	☐ Email ☐ BVES Website ☐ Social Media ☐ Press Release ☐ IVR Message ☐ Text Message	☐ Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

Table 6-1: BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
Restoration Complete	Provides notice that power is fully restored.	☐ Email ☐ BVES Website • Social Media • Press Release • IVR Message • Text Message	☐ Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

6.4. **Critical Facilities and Infrastructure.** The term 'critical facilities' and 'critical infrastructure' refers to facilities and infrastructure that are essential to the public safety and that require additional assistance and advance planning to ensure resiliency during PSPS events. The following provides guidance on what constitutes critical facilities and infrastructure:

6.4.1. Emergency Services Sector

- Police Stations
- Fire Stations
- Emergency Operations Centers

6.4.2. Government Facilities Sector

- Schools
- Jails and prisons

6.4.3. Healthcare and Public Health Sector

- Public Health Departments
- Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities

6.4.4. Energy Sector: Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities.

6.4.5. Water and Wastewater Systems Sector: Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater.

6.4.6. Communications Sector: Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.

6.4.7. Chemical Sector: Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.

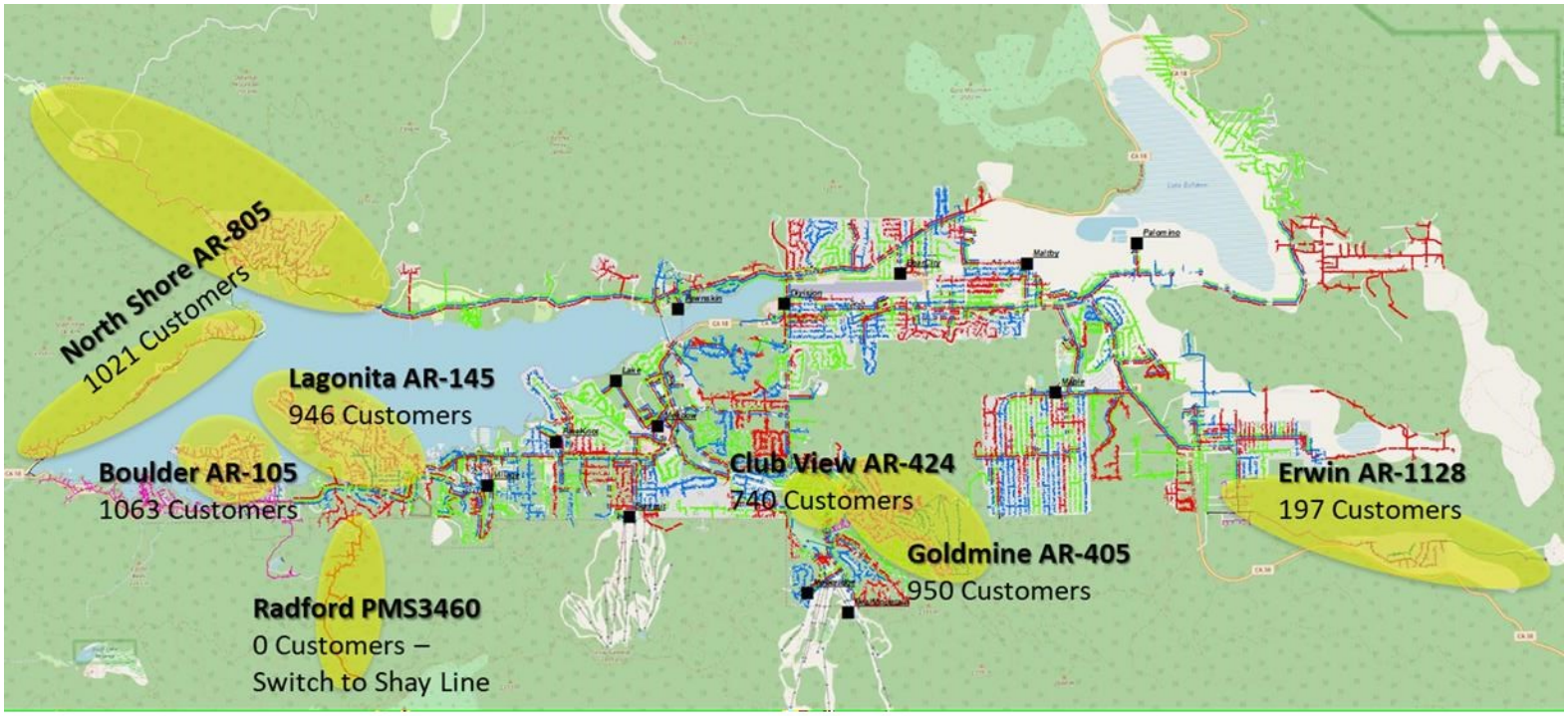
6.5. **Key Partners.** The follow provides the list of pertinent Local Government, Agencies, and Partner Organizations to BVES PSPS notifications. This list overlaps with the list of what is considered critical facilities and infrastructure:

- Local officials (City of Big Bear Lake) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District

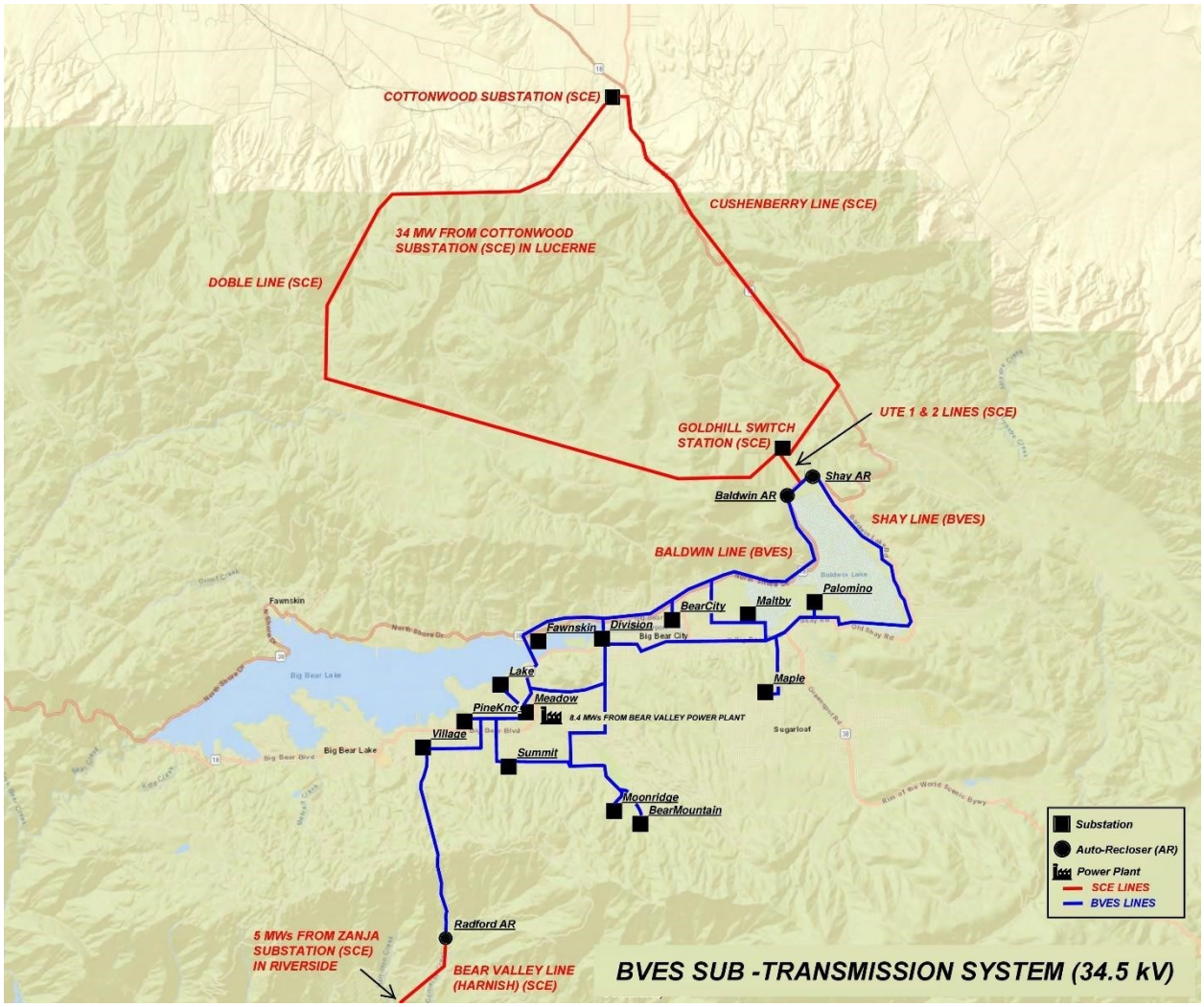
- Big Bear Mountain Resorts
- Spectrum Communications
- Various cell tower providers

Bear Valley Electric Service, Inc.
Public Safety Power Shutoff Plan

Appendix A: BVES "High Risk Areas" for PSPS Consideration



Appendix B: BVES Supply Lines, Sources of Power and Sub-Transmission System



Appendix C: BVES Community Resource Center Protocols

1. During a PSPS event, Bear Valley Electric Service, Inc. will set up a Community Resource Center (CRC) at its Main Facility at 42020 Garstin Dr., Big Bear Lake, CA 92315 adjacent to the Warehouse. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated.

2. The CRC shall be operable from 8:00 a.m. to 10:00 p.m. during an active PSPS event. Actual hours of operation will be coordinated and determined by the local government in cases in which early closure of a facility is required due to inability to access a facility until 10:00 p.m.

3. The will initially be set up in the Warehouse so that quick access and set up may occur.

4. The setup of the CRC shall be ADA (Americans with Disabilities Act) accessible to meet the needs of people/communities with access and functional needs and medical baseline customers.

5. At all times the CRC shall comply with social distancing or other public health protocols that are in place.

6. The following supplies and equipment are stored in the CRC Storage Container to support CRC operations:

    - Tents (2)
    - Water
    - Snacks (such as crackers, granola bars, etc…)
    - Chairs
    - Heaters
    - Extension cords
    - Disposable masks (as necessary)
    - Gloves (as necessary)
    - Hand sanitizer (as necessary)
    - Flash lights
    - Small first aid kits
    - Blankets
    - Surge Protectors
    - Gas tank
    - Generators
    - Wireless internet access point

7. The CRC will operate as follows:
    a. The Customer Service and Operations Support Supervisor and Customer Program Specialist will be in charge of the CRC.

    b. The CRC will be set up and operated by:

        - Field personnel/warehouse person will set up and assist as needed
        - Customer Service and Operations Support Supervisor
        - Customer Program Specialist

c. Security and Access will be conducted by the Customer Service Representatives and Operations Support Specialists.

8. Customer Service Representatives will staff an Information Booth to provide customers the latest information regarding PSPS and services available to them.
9. Medical Equipment Access (Generators/power supplies) will be provided for Customers who are on medical devices such as oxygen, etc.
10. Access to Wi-Fi and back-up cell phones (as necessary) will be provided to Customers.
11. Until portable restroom facilities are available, customers will have access to the Main Office restroom facilities.

Appendix G: Quarterly and Functional Exercise Agenda

Bear Valley Electric Service PSPS Exercise

Agenda

1. Introduction to Participants
2. Explain BVES's PSPS Plan and history
    a. Reintroduce participants to BVES and PSPS generally, purpose
        i. Quick description of BVES history/service territory
        ii. BVES Staff roles/responsibilities
        iii. Coordinated agency/organization notification and coordination
    b. Introduce BVES history of no PSPS activation, investments in safety to limit frequency, scope, and duration of any PSPS action
    c. Discuss possible PSPS actions
        i. From BVES actions
        ii. From SCE actions
3. Introduction to inaugural BVES PSPS Functional Exercise
    a. Purpose – Test the effectiveness of the BVES PSPS Plan, identify gaps and areas for improvement
    b. Expectations –
        i. BVES wants all participants to treat this with the seriousness it requires, limit distractions, and help BVES improve
        ii. Expected to last up to 3-4 hours but will simulate multiple days of activity and cover the periods from notification until the final actions follow re-energization
        iii. All field actions are to be simulated, no electrical equipment will be operated but participants will be asked for detailed explanations of their expected actions
        iv. If applicable, all communications shall be prefaced and ended with "exercise, exercise, exercise"
4. Commence Exercise
    a. Introduce Scenario
    b. Identify when notification needs must start
    c. Begin notification protocol
        i. List who needs to be notified, how notified (must include medically vulnerable and AFN populations and method for reaching them)
        ii. Content of notification
    d. Initiate de-energization protocol due to worsening circumstances
    e. Coordinate actions with mutual assistance organizations, public safety, SCE, and telecommunication providers
    f. Begin restoration exercises – initiate patrols, check for damage/downed vegetation
    g. Conduct post restoration activities including assisting affected population to reinstate previous activities
5. Conclusion and debrief
    a. Identify what went well
    b. Identify what did not go well, challenges, areas for improvement
    c. Concluding statement

Appendix H: Functional Exercise Wildfire Threat Situation Manual

Functional Exercise: Bear Valley Wildfire Threat

Situation Manual

June 21, 2022

Exercise Introduction

Purpose and Scope

The purpose of this functional training exercise (FTX or FE) is to introduce Bear Valley Electric Service (BVES) personnel to typical disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities in these activities at the national, state, and local government level. In addition, this exercise aims to provide experience to the BVES team in planning, organizing, and evaluating discussion-based exercise trainings.

Exercise Objectives

This exercise will focus on the following objectives selected by the Exercise Planning Team:

Exercise Objectives	Capability
Engage with community and private stakeholders to develop proper emergency response systems/protocols.	• Planning • Operational Coordination • Public Information and Warning
Discuss the coordination between private sector organizations and responding local, state, and federal agencies under NIMS.	• Planning • Operational Coordination
Assess procedures for coordinating and sharing information within organizations, between organizations, and with the public.	• Planning • Operational Communications • Public Information and Warning • Stakeholder Engagement
Educate BVES personnel on the Emergency Management process across three common mission areas: Preparedness, Response, and Recovery.	• Planning • Economic Recovery

Participants

The exercise will primarily include BVES team members, state/local public safety agencies, non-profit groups experience in emergency management, and other emergency managers from other public utility companies. During the exercise, all participants will be assigned one of the following roles:

- **Players:** Players are personnel who have an active role in discussing or performing their regular roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
- **Observers:** Observers do not directly participate in the exercise. However, they may support the development of player responses to the situation during the discussion by asking relevant questions or providing subject matter expertise.

- **Facilitator:** The facilitator provides situation updates and moderates discussions. They also provide additional information or resolve questions as required. Key EPT members also may assist with facilitation as subject matter experts (SMEs) during the exercise.
- **Moderators:** Moderators are responsible for admitting and signing in all participants to the virtual exercise, monitoring the chat area for questions and / or issues, and controlling participant audio.
- **Evaluators:** Evaluators are assigned to observe and document the discussion during the exercise, participate in data analysis, and assist with drafting the After-Action Report (AAR).

Exercise Instructions

To be read by the monitor. Line crews will be briefed by the Field Operations Supervisor. All actions are to be simulated. No breakers, switches or transmission & distribution equipment shall be operated.

- If applicable, all communications shall be prefaced and ended with "Exercise, Exercise, Exercise." All communications shall be provided to the monitor.
- If directed, the Community Resource Center shall be set up.
- If directed, Wildfire Response Team and Damage Assessment Team will be deployed to the field.
- If directed, restoration patrols for circuits shall be performed. Key personnel will state their intended actions when queried by the monitor.

Exercise Structure

This exercise will be a 4-hour max, scenario-driven, facilitated discussion. The exercise will be divided into three modules and a Hotwash. Facilitators will provide relevant information to the participants according to a scenario timeline in order to drive discussion.

Module 1 – Intelligence and Information Sharing

- Module 1 focus on pre-wildfire monitoring and the immediate strike of a downed powerline igniting a wildfire affecting the residents of Big Bear Lake and Big Bear City including: Fawnskin, Erwin Lake, Moonridge, Sugarloaf, Lake Williams, and Baldwin Lake. As well as the ski resorts Bear Mountain and Snow Summit.

Module 2 – Incident Response

- Module 2 will focus on the period 72 hours during the wildfire, in which federal, state, and local emergency response operations are underway in all affected areas. Limited but not including local public safety agencies (EM, PD and FD), CalFire, USFS/NPS wildland firefighters, and contractor crews (if any).

Module 3: Initial Recovery

- Module 3 will focus on the short to long-term recovery efforts several days after the initial wildfire response period has ended, in which federal, state, and local recovery operations are underway in the affected areas.

Exercise Guidelines

- This FE will be held in an open, no-fault environment. Varying viewpoints and disagreements are expected. Respectful discussion towards achieving a common goal is encouraged.
- This FE is not meant to evaluate a specific operational plan or procedure. Players should respond on the basis of their knowledge and insights derived from the exercise slides, the Situation Manual, and their personal real-world experience. In that sense, there are "no right or wrong answers" so long as players are actively participating within their roles.
- Issue identification is not as valuable as suggestions and recommended actions that could improve response efforts.

Module One: Intelligence and Information Sharing

Scenario
June 17, 2022: 8:00 AM

According to the National Weather Service (NWS), the combination of dry fuels and weather conditions increased the risk of wildfire in the area. With a shortage of rainfall, temperatures rising, and humidity dropping, a "Fire Weather Watch" is issued. This alert warns residents and fire departments of weather events that could result in extreme fire behavior over the next 24–72 hours.

Outdoor burning bans are placed in effect to reduce wildfire potential. Local parks, campsites, trails, and forestlands mandated a zero tolerance burn policy and are working to deter any visitors from starting campfires or using open-flame grills.

Local news stations report that the U.S. Forest Service and Local Fire Departments have responded to several brush fires in the region. The threat for wildfire was extended to populated areas, including communities near wildfire-prone lands. Residents have also been encouraged to create 100 feet of defensible space around their domestic structures to establish a safety zone from airborne embers and low-lying vegetation.

Discussion Questions

1. What established plans prevent or deter a wildfire in your area?
    a. Who is responsible for the plan?
    b. Are multiple agencies involved in the planning process?
2. How would local response organizations gather the information on potential wildfire threats?
    a. Are there any state or local resources that monitor conditions in areas prone to wildfire outbreaks?
3. Who would be responsible for monitoring alerts from NWS, if any?
    a. How would they disperse the alert across agencies?
4. What information or warnings are being released to the public?
    a. Who is responsible for the initial messaging?

   b. How quickly is information being released?
   c. What methods are being used to distribute information?
   d. What should the content of the messaging be?
   e. Is targeted information sent to businesses or people in the impacted area?
   f. Are businesses or other organizations providing their own messaging to their employees?
   g. How are messages coordinated across the different agencies and organizations?
5. Do agencies and organizations cross-train on roles if a wildfire were to occur?
6. How would the private sector expect to receive information on potential wildfire threats?
7. Do any private sector stakeholders in this area use paid weather services?
   a. Do those services include wildfire monitoring?
8. What are some key best practices in prevention, protection, and mitigation?

Module Two: Incident and Response

Scenario
June 18-20, 2022 + 48 Hours: 8:00 AM

Around 11:00 a.m., several individuals report a small brush fire 35 miles outside of town near a [insert strike location]. With the shortage of rainfall in the past month, low vegetation and brush easily begin to catch fire near the origin point. Although several fire apparatuses are enroute to the brush fire, they take over an hour to arrive because of the secluded area and difficult terrain.

Conditions quickly worsen, exacerbated by dry foliage and erratic wind gusts. The fire spreads to the south and west of the origin point, directly downhill and into town. Winds begin to carry embers over a quarter mile away and the fuel source shifts from vegetation to residential structures. As homes catch on fire from surrounding brush and embers landing on rooflines, fire personnel become unable to contain the fire.

Residents take note of the looming smoke and airborne embers. Panicking, several communities begin to self-evacuate.

Discussion Questions

1. What assets are available to immediately respond to an incident?
    a. What local resources are available?
        i. What state resources are available?
        ii. What federal resources are available?
    b. What law enforcement assets are staged to respond?
    c. What emergency medical services (EMS) assets are staged to respond?
    d. Are there volunteer organizations or other partner groups that would have resources that would participate in the immediate response?
2. What command structure would be set up for the wildfire and how would it evolve over the course of the afternoon and evening?
    a. Which agencies would be involved?
    b. How would arriving mutual aid agencies/private partners integrate into the command structure and at which locations (unified command at scene, emergency operations center [EOC], hospital, etc.)?
    c. What is the role of private sector stakeholders in this command structure?
        i. Are they trained on Incident Command procedures?
        ii. Is there cross training with public agencies on the private sector's incident priorities?
3. Would there be sufficient resources immediately available to address an incident of this scale? If not, are there established mutual aid agreements to assist?
4. How would resources be coordinated across all incident operations?
    a. Who is responsible for that coordination?
5. What are your organization's information sharing responsibilities during an incident?
    a. What information sharing processes would your organization use?
    b. What resources are used to disseminate information?
    c. Who would oversee messaging in your organization?

i. Would your messaging be coordinated with any other organizations? If so, how?

d. Who is responsible for communicating information to potentially impacted businesses?

6. Does your organization have a designated Public Information Officer (PIO)? If so:
   a. Are protocols in place for addressing media inquiries? How do they receive information from the incident?
   b. Do they have pre-built templates for use in different kinds of emergencies?
   c. Would your organization use social media during an incident?

Scenario Update
June 21, 2022: 8:00 AM Incident +4 Hours

Big Bear Valley mutual aid resources are dispatched to respond to several residential structure fires that started throughout the area. Police begin to aid with evacuation routes and are directing people to stay with family, friends, or at shelters out of town. Across the region, phone systems, including cellular communications and 911, become overloaded and unreliable.

Discussion Questions

1. What impact does the expanding incident area have on the command structure?
   a. What level of activation do you anticipate for this incident?
   b. What are the communication procedures for the different levels?
2. Does your organization have established mutual aid agreements with other organizations?
   a. Whom would you rely on and for what resources?
   b. Are these agreements formal or informal? Would the aid be automatic, or would it have to be requested?
      i. If requested, whom would you contact and how would you do it?
      ii. Do you have a backup contact and communication method in case you cannot use the primary?
   c. What are the financial considerations?
   d. Are there any limitations to what mutual aid can do (legal, procedural, equipment, etc.)?
3. What is your area of responsibility for notifying local, state or federal agencies of the incident, and at what point in the incident would this occur?
   a. What resources or actions would you expect from state or federal agencies?
   b. How would arriving state and federal resources integrate into the command structure?
4. What are your evacuation procedures?
   a. Are there plans in place for managing mass evacuation?
      i. Who is responsible for activating the evacuation procedures?
      ii. Is there a specified rally point for evacuees?
      iii. Would this location be impacted by weather?
      iv. Are there secondary and tertiary rally points in case the primary point is a part of the incident or overwhelmed by evacuees?

   b. What established plans or procedures work with access and functional needs populations? What agencies would control an evacuation?
   c. What training has been done on these plans?
5. What communication methods (e.g., alerts, email, telecommunications, text message, and special tools) do first responders use to share information with other responders?
   a. What communication methods do local first response agencies use to communicate with their local counterparts (i.e. how do police officers communicate with fire or medical personnel)?
   b. What communication methods do local first response agencies use to communicate with their respective mutual aid partners?
   c. Are these methods the same? If not, are they interoperable?
   d. How are communications coordinated when multiple response agencies from multiple jurisdictions are on-scene? Who is responsible for this?
   e. How do you communicate with the other private sector and community partners? If the cell network is overwhelmed, does that affect your communication procedures?
   f. Are there alternate communication procedures? Do you use social media to communicate with the public?
      i. If so: At what point in the incident would this begin?

Scenario Update
June 21, 2022 + 12 Hours: 8:00 AM

As wind gusts remain constant, the fire spreads throughout town, and there are several reports of multiple major structures in the city on fire. Hospitals are overrun, and there are reports of fatalities in the hardest hit areas, though exact casualty counts are not yet known. Over 10 residential structures and a local furniture warehouse are designated as working fires. Utility companies, medical personnel, and first responders are working around the clock to restore services, preserve property, and save lives.

Discussion Questions

1. How are priorities established for the next operational period?
2. If mutual aid resources have been exhausted for the initial incident, how are additional resources secured for the ongoing response?
3. What role do city and county governments play in this scenario?
   a. Who is responsible for informing the mayor, county commissioners, or other local elected officials?
   b. Have protocols been established with elected officials so that they know what to expect during incident response and local agencies know what elected officials' priorities are?
   c. Have elected officials been briefed on Incident Command System (ICS)?
   d. What support from first response agencies would the mayor or county commissioner expect in holding a press conference on the incident?
4. Who is responsible for communicating information to family members of those killed or injured?
5. At what point would hospitals be alerted to the incident?
   a. Who is responsible for alerting area hospitals and coordinating patient priorities across the region?
6. Would mass care facilities, family assistance, or reunification centers be set up? If so:
   a. At what point in time?
   b. Which agencies are involved, and who is responsible for leading this effort?

   c. What procedures are in place?
   d. Which facilities would be used?
   e. Which agency or person, if any, would be in charge?
7. How does your organization conduct accountability checks of impacted employees?
8. What are some of your agency's best practices for response?

Module Three: Short-Term Recovery

Scenario

[Insert Month, Day, Year + 5 Days]: [Time]

Local authorities estimate [insert number] of fatalities and [insert number] of casualties with several still in critical condition in area hospitals. With a significant number of residents still reported missing, there is an expectation that casualty counts could rise as area searches continue.

Several days later, there are still several structures in the town on fire, including residential homes and commercial properties. Dozens more are reportedly uninhabitable from smoke and water damage. Local fire and police resources are depleted, and state-wide resources have been activated to aid in the recovery effort.

Residents have not been allowed back into the town and are being asked to stay at local shelters, hotels, or with friends in the surrounding area. Businesses are still unable to physically operate.

Discussion Questions

1. What are the short-term recovery procedures for your organization or business?
    a. Is there a formal recovery plan and, if so, does it cover wildfires?
    b. What assistance would you look for from volunteer, community, or faith-based organizations?
    c. What would your organization do to support recovery in the community?
    d. What assistance would city agencies provide to private sector organizations?
    e. What assistance would you request or expect from the state or federal government?
    f. Are there contracts in place to assist in the cleanup effort?
    g. Who makes the decision on when areas will be reopened?
        i. How do they determine when it is safe for residents and visitors to return to the area?
        ii. How is that decision communicated to the public and the media?
    h. At what point would you consider the recovery complete?
2. Does your organization have a business continuity or continuity of operations plan?
    a. What are the short-term recovery objectives for your organization?
    b. What are the implications of being unable to open or operate for a period of time?
        i. What would the financial impact be on your organization if your building was closed due to a wildfire?
        ii. Would your business close as a result of this incident, even if it did not directly impact you?
    c. Does your organization have the ability to move key operations to another location?
        iii. If so, how long would this take?
    d. Do you have any insurance that would assist given this scenario?
3. Given the scenario, what measures would be needed to support your organization's employees following this event?
    a. How is information communicated to employees during the days following the incident?
    b. Would leave or time-off be granted?

   c. What mental health services or trauma counseling services does your organization have available for your employees?
   d. If operations are suspended for a length of time, is there financial assistance available to employees?
4. How would your community manage fatalities resulting from this wildfire?
   a. Is there a mass fatality management plan in place?
5. What impact would the wildfire have on the residents?
   a. What impact would the wildfire have on businesses?
6. At what point would you consider the impacted area and all associated organizations or businesses stabilized and back to a steady state?

Scenario Update
[Insert Month, Day, Year + 1 Month]

Residents are slowly moving back into town, but several families' homes were destroyed. Neighbors begin working together to aid in recovery efforts around the community by cooking meals and donating relief items, including clothing, linen, toiletries, and medical products.

Additionally, many businesses in town are still not open due to fire and water damage. As job availability opportunities decline, workers begin to look for temporary employment by relocating out of the area. Financial implications of rebuilding both homes and new business facilities leave many individuals wondering if they should move back into town.

Discussion Questions

1. Does your community have a formal or informal long-term recovery plan in place to aid those whose homes have been destroyed?
   a. What does it consist of?
   b. Who is responsible for enacting this plan?
2. How are private sector stakeholders, citizens, aid agency integrated into long-term recovery planning and decision-making?
3. What resources are available to assist your organization with recovery?
   a. Are pre-arranged agreements in place to obtain key resources?
   b. If so, how are these agreements activated (i.e., what type of coordination and request process is required)?
4. What financial impact would the wildfire have on your community?
   a. What efforts are being made to drive financial recovery?
5. How would your community encourage businesses and residents to return after this incident?
6. Are there best practices for recovery that you would like to share?
7. What recovery activities will continue after your community transitions from long-term recovery to the "new normal"?

Exercise Conclusion

Exercise Evaluation

Evaluation of the exercise is based on the exercise objectives and aligned core capabilities. Players will be asked to complete a participant feedback form. These documents, coupled with facilitator observations and evaluator notes, will be used to evaluate the exercise, and then compiled into the AAR / Improvement Plan (IP).

Hot Wash

Participants will be asked to discuss their conversations and decisions during the three modules and provide their key takeaways from the exercise.

Post Exercise Survey

Participants will be asked to provide feedback on the FE in a post exercise survey hosted on the Qualtrics platform. The survey will include questions about exercise design, facilitation, and focus, among other items. The results of the post exercise survey will be used to update and improve this exercise, as well as develop future Guidehouse functional exercises and other training activities.

Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted. During this exercise, the following apply:

- The scenario is plausible, and events occur as they are presented.
- There is no hidden agenda, and there are no trick questions.
- All players receive information at the same time.
- Only facilitators shall introduce new information into the scenario.

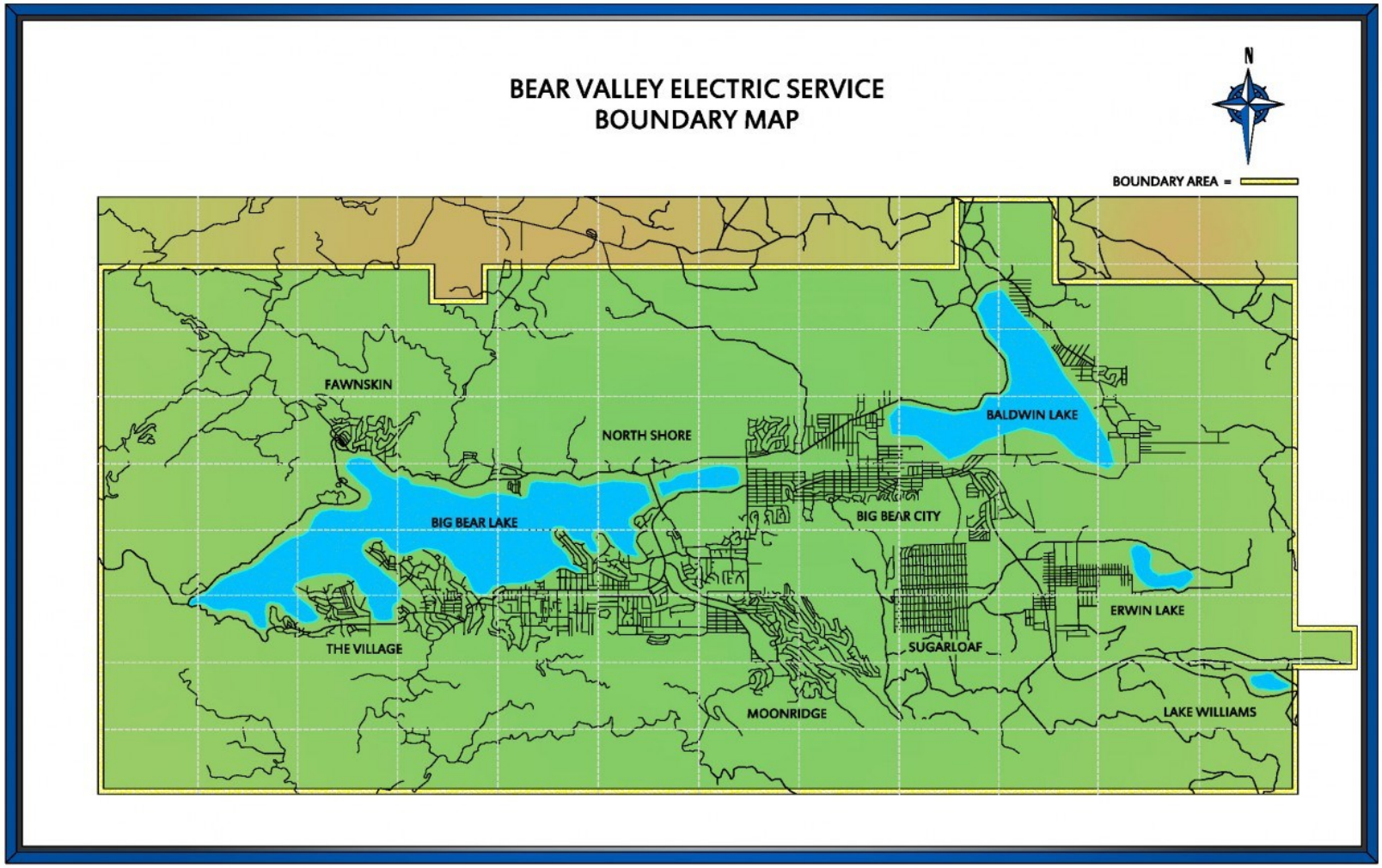
APPENDIX A: WILDFIRE DAMAGE SUMMARY

The following table summarizes some of the significant damage resulting from the exercise scenario's wildfire affecting the east coast of the United States.

State	City	Wildfire Threat	Homes Destroyed/Severely Damaged	Residents Affected by Power Outages	Deaths	Infrastructure Damage
CA	Big Bear Lake	TBD	TBD	TBD	TBD	TBD
CA	Big Bear City	TBD	TBD	TBD	TBD	TBD
CA	Fawnskin	TBD	TBD	TBD	TBD	TBD
CA	Erwin Lake	TBD	TBD	TBD	TBD	TBD
CA	Moonridge	TBD	TBD	TBD	TBD	TBD
CA	Sugarloaf	TBD	TBD	TBD	TBD	TBD
CA	Lake Williams	TBD	TBD	TBD	TBD	TBD
CA	Baldwin Lake	TBD	TBD	TBD	TBD	TBD
CA	Bear Mountain	TBD	TBD	TBD	TBD	TBD
CA	Snow Summit	TBD	TBD	TBD	TBD	TBD

APPENDIX B: WILDFIRE PATH

The following figure shows the area of operations that BVES is in-charge of providing electric services to.



APPENDIX C: COMMON ACRONYMS

Acronym	Definition
AAR	After Action Report
COA	Course of Action
DHS	U.S. Department of Homeland Security
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HSEEP	Homeland Security Exercise and Evaluation Program
HSPD	Homeland Security Presidential Directive
HQ	Headquarters
ICS	Incident Command System
IP	Improvement Plan
ISR	Initial Situation Report
N/A	Not Available
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
OPORD	Operations Order
Ops	Operations
POC	Point of Contact
PPD	Presidential Policy Directive
RSOI	Reception, Staging, Onward Movement, and Integration
SitMan	Situation Manual
SME	Subject Matter Expert
SOG	Standard/Standing Operating Guidelines
TBD	To Be Determined
FE	Functional Exercise

APPENDIX D: Draft Exercise Participants

Participant Name	Sector	Name of Participant Representative
Federal Emergency Management Agency	Federal	
US Forest Service	Federal	
Bear Valley Electric Service	Private	
Southern California Edison	Private	
Pacific Gas and Electric Company	Private	
California Office of Emergency Services	State	
California Public Utilities Commission	State	
California Office of Energy Infrastructure Safety	State	
CalFire	State	
San Bernadino County Office of Emergency Services	Local	
Big Bear Fire Department	Local	
Big Bear Police Department	Local	
Big Bear Public Works	Local	
Big Bear Department of Water and Power	Local	
Big Bear Planning Commission	Local	
Big Bear Animal Control	Local	
American Red Cross	Non-Profit	
The Salvation Army	Non-Profit	

Appendix I: Emergency & Disaster Response Plan

Bear Valley Electric Service, Inc.

Emergency & Disaster Response Plan

March 31, 2022

Digitally signed by Paul Marconi

Paul Marconi Date: 2022.03.30 13:29:45

Approved by: _____ _____

Paul Marconi, President, Treasurer, & Secretary

Bear Valley Electric Service, Inc.
Emergency & Disaster Response Plan

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1. **Purpose and Introduction.** The Emergency & Disaster Response Plan (EDRP) is provided to all Bear Valley Electric Service, Inc. ("BVES") employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated EDRP in order to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The EDRP outlines BVES' philosophy and procedures for managing major emergencies that may disrupt electric service to our customers or threaten the health and safety of the people in the communities we serve. The EDRP further establishes the structure, processes and protocols for the BVES's emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.

The EDRP is designed to provide a framework for managing and responding to:

- Large outages
- Numerous smaller outages
- Potential for large outages
- Potential for numerous smaller outages
- Any combination of the above

The EDRP may be invoked as a precautionary measure when there is a strong potential for outages or in response to actual outages. The EDRP is designed to be implemented as needed in conjunction with other procedures, plans, and policies such as:

- Public Safety Power Shutdown Plan
- Wildfire Mitigation Plan
- Field Operations and Engineering Procedures
- Customer Service Procedures
- Other organizations such as State, County, and City Emergency Disaster Plans

The EDRP complies with the requirements set forth in the Public Utilities Commission of the State of California's General Order No. 166, Standards for Operation, Reliability, and Safety during Emergencies and Disasters.

1.1. **Plan Goals.** When an emergency occurs, BVES' response actions are guided by the following overriding emergency goals (in order of priority):

- **Safety:** Protect the life-safety of our customers, employees and the general public.
- **Restoration of Power:** Restore electric service to customers in a safe and timely manner.
- **Communications:** Keep customers, stakeholders, and staff informed.

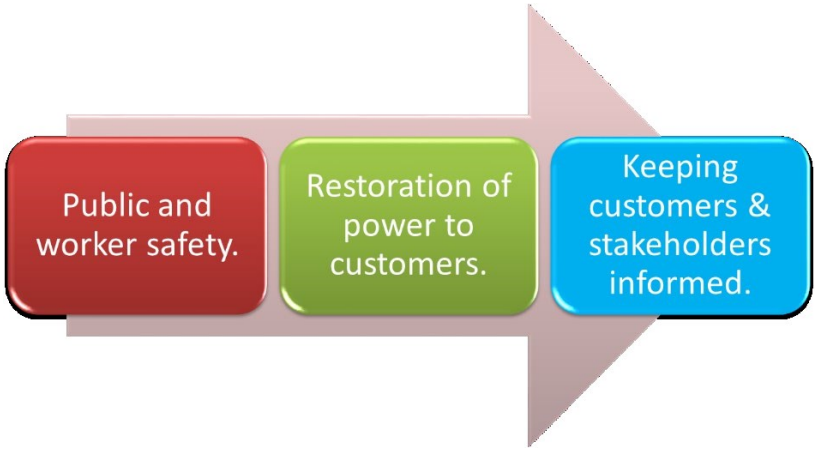

Figure 1-1: EDRP Goals

1.2. **Plan Vision.** BVES strives to meet customer needs through effective risk assessment, mitigation, preparedness, response and communications. Our vision is to achieve excellence in emergency management performance.

1.3. **Plan Policy.** BVES strives to utilize effective emergency management principles that enhance the BVES's ability to provide safe and reliable electric power and its ability to communicate timely and accurate information to customers and stakeholders by:

- Conducting effective risk assessments for operating and business functions;
- Developing appropriate prevention or risk mitigation strategies;
- Implementing comprehensive emergency preparedness programs;
- Responding with appropriate resources to address emergencies;
- Communicating with customers and other stakeholders with timely and accurate information;
- Recovering from events safely and expeditiously; and
- Improving continuously.

Since major outage events and emergencies are rarely similar in all respects, the EDRP is constructed in such a way to provide BVES management with a trained and operationally ready workforce and a response operations process that may be employed as required to deal with the unique aspects of each major outage and emergency event.

The effectiveness of the EDRP is based on BVES' commitment to prepare for, to implement, and to review procedures after each implementation. An after action review process shall facilitate continuous improvement in the BVES's response and restoration processes.

Execution of the appropriate response to affect rapid and safe recovery is dependent upon the scalability of this plan. For example, storm intensities and the number of customers affected vary and, therefore, the level of recovery resources committed to each event is adjusted as appropriate even though the operational concepts remain consistent.

1.4. **Plan Responsibility.** It is the responsibility of all Managers and Supervisors to ensure the EDRP is reviewed by all staff and is updated when appropriate. Specific responsibilities are provided throughout the EDRP.

1.5. **General Overview.** BVES customers receive electric service through an overhead and underground distribution system. Extreme weather events such as heavy rain, hail, snow, ice, lightning, high winds, and/or extreme dry heat may adversely impact the integrity of the distribution system, resulting in occasional interruptions of electric service. The distribution system is also susceptible to damages as a result of major disasters, such as earthquakes, flooding, wildfires, and mud and rock slides. Furthermore, in the interest of public safety, BVES may deem it necessary to proactively de-energize large portions of the distribution system to protect the public; for example, BVES may de-energize circuits or portions of circuits during extreme fire threat weather conditions. BVES normally imports power to its service area via Southern California Edison's (SCE) transmission lines. Therefore, the BVES service area may be susceptible to outages caused by events outside of its services area. All of the above may result in major power outages of varying extent and length depending on the severity of the event. Since electricity is a critical element in our daily lives, prompt restoration is a reasonable customer expectation and a BVES goal. In the case of major disasters, rapid and efficient restoration of power; especially to critical infrastructure, is essential to overall community disaster recovery.

The response to customer outages caused by severe weather events, other disasters or events affecting power delivery to the BVES service area is predicated on recognizing and understanding the magnitude of the event as well as the availability of resources to support the restoration process. This plan has been designed to provide a systematic organized response plan for the purpose of promoting a safe and efficient recovery from any of those conditions. Since the potential of sustaining damages is highest for storm situations, the plan specifically addresses these situations but it may easily be adapted to major outages caused by other disasters or causes.

It is also recognized that no plan can possibly predict and cover every emergency situation. Therefore, the EDRP provides a structure that is based on a set of reasonable assumptions for the most likely emergencies requiring emergency response; but it also provides the BVES's Incident Commander the authority, flexibility, and discretion to alter the BVES's emergency response to tailor it to the specific emergency situation in order to optimize the utilization of BVES resources and to achieve the emergency response goals in an effective and efficient manner.

A critical component of the EDRP is close coordination with stakeholders that depend on BVES's service and assistance for their response actions and who may, also, be able to assist BVES in its response actions. The coordination must occur in developing the plan, training on the plan, executing the plan, and in plan refinements. Some of BVES's major stakeholders include:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (California Public Utilities Commission)
- San Bernardino County Office of Emergency Services (County OES)

- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Various media and communications companies

Accurate, effective and timely communications with key stakeholders is critical in emergency response and, therefore, it is essential that business relationships be developed before emergency response is necessary. Understanding stakeholders' key staff, contact information, roles and responsibilities, and capabilities are extremely useful in achieving successful emergency response.

1.6. **Definitions.**

Accessible: A condition which permits safe and legal access.

Access and Functional Needs Populations: Refers to those populations with access and functional needs as set forth in Government Code § 8593.3. Access and functional needs population consists of individuals, including but not limited to, individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

Appropriate Regulatory Authority: The agency or governmental body responsible for regulation or governance of the utility.

Critical Customers: Customers requiring electric service for life sustaining equipment.

Emergency or Disaster: An event which is the proximate cause of a major outage, including but not limited to storms, lightning strikes, fires, floods, hurricanes, volcanic activity, landslides, earthquakes, windstorms, tidal waves, terrorist attacks,

riots, civil disobedience, wars, chemical spills, explosions, and airplane or train wrecks.

Essential Customers: Customers representing critical infrastructure and Public Safety Partners.

Major Outage: Consistent with Public Utilities Code Section 364, a major outage occurs when 10 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service. For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.

Measured Event: A Measured Event is a Major Outage (as defined herein), resulting from non-earthquake, weather-related causes, affecting between 10% (simultaneous) and 40% (cumulative) of a utility's electric customer base. A Measured Event is deemed to begin at 12:00 a.m. on the day when more than one percent (simultaneous) of the utility's electric customers experience sustained interruptions. A Measured Event is deemed to end when fewer than one percent (simultaneous) of the utility's customers experience sustained interruptions in two consecutive 24-hour periods (12:00 a.m. to 11:59 p.m.); and the end of the Measured Event in 11:59 p.m. of that 48-hour period.

Public Safety Partners: First/emergency responders at the local, state and federal level, water, wastewater and communication service providers , community choice aggregators (CCAs), affected publicly-owned utilities (POUs)/ electrical cooperatives, tribal governments, the Commission, CalOES and CAL FIRE.

Safety Standby: Interim activities undertaken to mitigate immediate public safety hazards

Serviceable Customer: A customer prepared and properly equipped to receive service where both the customer's electrical service facilities and those facilities of the utility necessary to serve the customer can be legally and physically accessed in a safe manner.

Sustained Outage: An electric service interruption (0 voltage) lasting greater than 5 minutes.

2. **Emergency Response Organization.** The EDRP requires that in responding to emergencies, the BVES's staff shall be organized largely based on the Standardized Emergency Management System (SEMS) as interpreted by the BVES. The SEMS structure utilized by BVES is a utility compatible Incident Command Structure (ICS) framework designed to manage emergency incidents and events.

2.1. **Standardized Emergency Management System.** SEMS is an emergency preparedness and response system that has been endorsed by the State of California. It is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. It unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. Additionally, it provides a common structure for all organizations responding to an emergency situation and a means of systematic planning. The benefits of using the SEMS include:

- Use of common terminology among agencies.
- Use of parallel organizational functions among agencies.
- Provides a standard means of systematic planning.

The basic SEMS organization structure is shown in Figure 2-1, SEMS Organization:

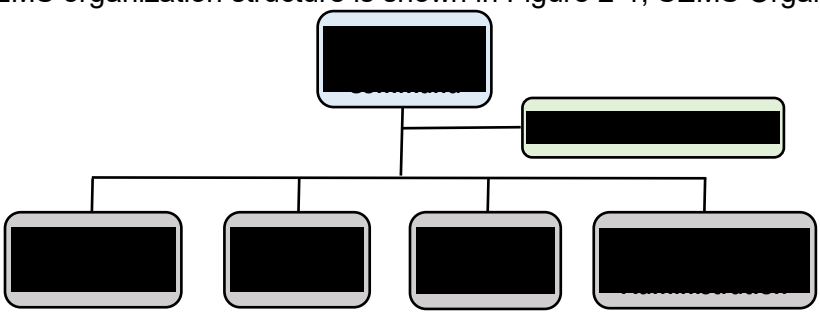

Figure 2-1: SEMS Organization

By organizing the response team along the SEMS structure, the BVES emergency response team is able to coordinate with other government and agencies via their corresponding groups. For example, BVES Operations would coordinate directly with the City of Big Bear Lake Emergency Operations Center or the San Bernardino County OES Operations Groups as applicable. Additionally, when BVES sends a representative to these two centers the representative shall already have a good understanding of the emergency response organization.

2.2. **BVES Emergency Organization.** The organization chart presented below in Figure 22, BVES Emergency Organization, provides the BVES Emergency Organization structure for the full mobilization (Level 1) of BVES' staff in responding to emergencies per this plan. It is the intent that this organizational structure would operate out of an Emergency Operations Center (EOC) established by BVES and be sustainable for long-term emergency response activities.

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[redacted]

[redacted]

<u>Engineering Technical Support</u>
- Engineering Planning Staff*

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Figure 2-2: BVES Emergency Organization

The specific description of roles and responsibilities for the positions in the BVES Emergency Organization are provided in Section 2.4.

2.3. **BVES Emergency Operations Center (EOC).** An EOC shall be designated for BVES staff use in the event of an emergency. The EOC is the central command and control facility responsible for carrying out the principles of emergency preparedness and emergency response functions described in the EDRP, ensuring public and worker safety, continuity of operations, and timely communications with customers and stakeholders.

An EOC is primarily responsible for strategic direction and operational decisions. Due to the relatively small size of BVES, the Strategic Operations Supervisor (SOS) under the direction of the Operations Group at the EOC shall provide tactical emergency response direction and directly control field assets. The activities under the SOS' management at the EOC shall include all dispatch functions to include customer communications and field operations. For the purpose of the EDRP, when "dispatch" functions are referred to the EOC they are intended for the SOS and supporting team at the EOC.

The common functions of the EOC is to collect, gather and analyze data; make decisions that protect public and worker safety and property; safely maintain and/or restore continuity of operations, within the scope of applicable regulations and laws; and disseminate those decisions to all concerned customers and stakeholders in a timely manner.

2.3.1. The EOC is where the Incident Command, Operations, Planning, Logistics, Financial & Administration, and Public Information groups are located and come together. It serves as the central point for:

- Information gathering and dissemination.
- Directing emergency and restoration operations at both the strategic and tactical level.
- Coordinating with other external agencies and stakeholders.
- Developing and issuing customer and stakeholder communications.
- Evaluating available resources and requesting or relinquishing resources as appropriate.

2.3.2. The EOC shall meet the following requirements:

- Be available for immediate occupancy.
- Have access to backup electrical power.
- Contain access to multiple communication systems such as telephones, mobile phones, VHF radio, internet service, Interactive Voice Response (IVR), etc.
- Be equipped with emergency supplies, system maps and operating information.
- Be capable of sustaining long-term emergency response.

2.3.3. The primary EOC for BVES shall be located at BVES' Main Office at 42020 Garstin Dr., Big Bear Lake, CA 92315 in the "Main Conference Room."

2.3.3.1. The Utility Manager is responsible for ensuring the primary EOC is ready for immediate occupancy. Appendix A, EOC Preparedness and Setup Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. Some items need not be located in the EOC, but should be in close proximity and readily accessible to EOC staff. The Senior Technical Operations Support Specialist shall maintain Appendix A up to date as configuration and technology changes are implemented and provide the Administrative Support Associate the latest version of the checklist. The checklist will also be maintained in the EOC.

2.3.3.2. If the primary EOC will not be ready for immediate occupancy, the Utility Manager shall establish an alternate EOC that is ready for immediate occupancy and shall notify BVES staff. Table 2-1 below provides a list of possible alternate EOCs to be considered.

Table 2-1: Possible Alternate Emergency Operation Centers

Location	To Be Considered
Operations & Planning spaces at the BVES Main Office	Primary EOC not available. Also consider this site, when scope of emergency response activation is reduced (such as Level 2 activation) and all or most activity is carried out by Field Operations.
BVES's General Office in San Dimas, California	When evacuation of the BVES service area is ordered.
State or County's Incident Commander's base camp	When the BVES Main Office is not accessible.
Other suitable area designated by the Utility Manager	When primary EOC is not accessible or available and the above options are not the optimal location.

2.3.3.3. In selecting an alternate EOC location, the Utility Manager shall at a minimum consider the following factors:

- Safety of BVES emergency response staff
- Location of hazards and potential movement of hazards
- Location of the emergency
- Communications capability and ability to coordinate efficiently with stakeholders
- Location and accessibility to BVES resources (staff, equipment, material, etc.)

2.4. **Roles and Responsibilities.** This section provides the general intended roles and responsibilities of the BVES Emergency Organization shown in Figure 2-2. It should be noted that the Incident Commander and Group Leaders have the authority to modify roles and responsibilities of those under their responsibility to optimally respond to the specific emergency event. When modifications are made, these should be included during the after action report for the event so that possible changes to the EDRP may be considered. BVES has a small staff,

therefore, in the interest of sustainability, efficiency and effectiveness, some staff are "dual hatted" and may be assigned multiple roles and responsibilities.

2.4.1. *Incident Commander*

2.4.1.1. President, BVES is the primary BVES staff assigned. Alternates that may be assigned include: Utility Manager, Energy Resources Manager, Regulatory Affairs Manager, or other BVES officials as directed by the Chief Executive Officer (CEO).

2.4.1.2. Incident Commander reports directly to the CEO.

2.4.1.3. Overall responsible for organizing and directing the EDRP by providing strategic direction for the emergency response. Activities associated with the Incident Commander are mostly strategic in nature and include, but are not limited to:

- Direct EOC activation. Based on the emergency level and the particular situation surrounding the emergency, may direct partial activation of the EOC.
- Authorize de-activation of the EOC (or any partial de-activation).
- Authorize use of alternate EOC location when appropriate.
- Provide timely and accurate updates to Senior BVES management (CEO, CFO, VP Regulatory Affairs, etc.) of emergency response.
- Approve and/or conduct high-level communications with federal, state, county, and/or city officials as well as other utilities and non-governmental organization (NGOs).
- Approve and/or conduct external communications with media and the public.
- Approve regulatory reports for outages, incidents and accidents (GO-95, GO-128 & GO166). Work closely with Regulatory Affairs at the General Office (GO).
- Approve situation reports that may be requested by external organizations such as California Utility Emergency Association (CUEA), State of California Office of Emergency Services (OES), San Bernardino County OES, City of Big Bear Lake, California Public Utilities Commission (Safety Enforcement Division and Energy Division), local Incident Commander, etc.
- Ensure Operations, Planning, Logistics, and Finance & Administration Groups (SEMS) are properly resourced to respond to emergency.
- Lead periodic update meetings with the BVES SEMS Group Leaders.
- Approve requests for mutual aid.
- Approve use of emergency contracting and procurement provisions.

2.4.2. Public Information Group.

2.4.2.1. Customer Program Specialist is the primary BVES staff assigned to this group. Alternates who may be assigned include: Energy Supply Specialist, Customer Service

Supervisor, or others as designated by the Incident Commander. Generally, the Customer Program Specialist and Energy Supply Specialist (or other staff assigned) shall alternate shifts.

2.4.2.2. Public Information reports directly to the Incident Commander on all public information issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to stay informed on the latest status of the emergency response. Attends BVES SEMS leadership meetings.

2.4.2.3. Public Information facilitates communication with all stakeholder groups, including the news media and provides a variety of public information services during an electric system emergency. Activities associated with Public Information include, but are not limited to:

- Develop public engagement strategy and directs all aspects of public messaging.
- Keep customers, stakeholders, BVES management and employees informed on the status of the emergency response including extent of outages, cause of outages, damage and casualty assessments, restoration efforts in progress and planned, estimated time to restore service, and updates to the emergency response through widely available communications channels.
- Act as the central point of contact for any external public inquiries.
- Prepare and distribute public information releases for media, website, social media, interactive voice response and two-way text messages, state and local government, and other BVES stakeholders.
- Prepare and distribute responses to media inquiries.
- Coordinate with the General Office and other stakeholder public information officials.
- Work closely with the Incident Commander, public relations contractor and General Office (Regulatory Affairs) on public engagement.
- Work closely with other SEMS Groups to be informed of latest information.
- Provide line crews, customer service and other staff who operate in the field or interact directly with customers with the latest information to be shared with public.
- Coordinate participation in joint press conferences with other stakeholders as needed or directed.
- Organize press conferences as needed or as directed.
- Assist in preparing the Incident Commander and other BVES staff for press conferences and interviews.
- Follow media and social media for discussion of BVES and develop rapid response to dispel erroneous information.
- Update BVES website, social media, local media, interactive voice response and two-way text messages, and other communications platforms as conditions change.
- Activate advertising campaigns with local media when appropriate.

2.4.3. Operations Group. The Operations Group is overall responsible for all of the emergency response actions in the field necessary to safely restore service to customers. As such, this group is made up of customer service, line crews, field operations, engineering and planning, and power generation staff and contractors. The Emergency Manager leads this group.

2.4.3.1. *Emergency Manager*. Utility Manager is the primary BVES staff assigned.

Alternates who may be assigned include: Energy Resource Manager, Utility Engineer & Wildfire Mitigation Supervisor and Field Operations Supervisor. The Emergency Manager reports directly to the Incident Commander. Activities associated with the Emergency Manager are partly strategic and partly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Authorize deviations to the EDRP as necessary to safely, efficiently and effectively execute restoration activities.
- Attend BVES SEMS leadership meetings.
- Issue the work schedule and shift rotations for all staff and contractors assigned to the Operations Group.
- Direct the number of Emergency Service Representatives, System Monitors, Damage Assessment Teams, and Line Crews to be assigned per shift.
- Ensure staff and contractors are adequately rotated to allow for rest and safe operations.
- Authorize overtime labor expense as needed.

- Direct all restoration and emergency response activities in the field.
- Keep Incident Commander and Public Information informed of progress.
- Drive to obtain and communicate “estimated time of restoration” (ETR) for outages and update this information as the situation progresses.
- Coordinate with other SEMS Groups.
- Constantly evaluate restoration progress and optimize utilization of available resources to safely, efficiently and effectively restore service.
- Identify and request additional resources when needed and stand-down resources when no longer required.
- Coordinate restoration activities with other external entities (City, County, Fire Department, Sheriff, CHP, Forestry Service, CALTRANS, other utilities, contractors, etc.).
- Assign and dispatch a knowledgeable BVES representative to local government and/or agency Incident Command as needed.
- Ensure outages, incidents, and accidents are properly documented.
- Assist in preparing regulatory reports for outages, incidents, and accidents (GO-95, GO-128 & GO-166).
- Prepare external situation reports as requested.
- Ensure cost recovery records and documentation for restoration work are being maintained as requested by the Finance and Administration Group.
- Review weather forecast and other external information to optimize restoration response.
- Prepare mutual aid inquiries and requests.
- Communicate logistics requirements to complete restoration activities.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other operations activities as directed by the Incident Commander.

2.4.3.2. *Strategic Operations Supervisor (SOS)*. The Field Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, and Customer Service Supervisor are the primary BVES staff assigned. Alternates who may be assigned include: Utility Manager and the Regulatory Compliance Project Engineer. The SOS reports directly to the Emergency Manager. Activities associated with the SOS are mostly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Maintain the “common operational picture” in the EOC. Utilizes the Outage Management System (OMS), Supervisory Control and Data Acquisition (SCADA), CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.
- Act as the Emergency Manager’s direct representative in the EOC and direct all operations activities to include all dispatch functions while the EOC is activated. For the purpose of this EDRP, the SOS is equivalent to “Dispatch” and the terms may be used interchangeably.

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- Function as the central Dispatch during EDRP implementation. Receive, prioritize, dispatch, and resolve all Field Activities (FA's) and Transmission and Distribution (T&D) system problems reported by other means per BVES priorities identified in the EDRP.
- Direct all restoration and emergency response activities in the field.
  Direct and supervise the Emergency Service Representative(s), System Monitor, Damage Assessment Team(s), Line Crews (BVES, contracted and/or mutual aid), Bear Valley Power Plant Operators, IT Operations Support and Contracted Services (for example, snow removal, vegetation management, etc.) in all aspects of EDRP activities.
- Ensure resources are safely, efficiently and effectively deployed per the EDRP priorities and as directed by the Emergency Manager.
- Recommend to the Emergency Manager whether to increase, maintain, or decrease restoration resources to safely, efficiently, and effectively execute the restoration activities.
- Properly document outages, incidents, and accidents.
- Maintain cost recovery records and documentation of work completed as requested by the Finance Group at the General Office.
- Review weather forecast and other external information to optimize restoration response.
- Develop logistics requirements necessary to complete restoration activities.
- Keep Emergency Manager and Public Information informed of progress.
- Update Situation Report.
- Dispatch the Bear Valley Power Plant (BVPP) as needed. Coordinate any logistics necessary to operate the power plant.
- Ensure accurate and detailed status of T&D switches, equipment and facilities are maintained in the EOC and updated as changes occur.
- Approve field switching orders and direct all field switching operations.
- Mostly operate in the EOC but may go out to the field as needed to personally view issues. When departing the EOC, the SOS should designate a knowledgeable staff member to be in charge of the EOC during his absence. It may be advantageous for the off-going SOS to tour outage sites immediately after shift and provide the SOS a report. Alternatively, it may be advantageous for the on-coming SOS to tour outage sites prior to shift.

2.4.3.3. *Emergency Service Representative (ESR)*. BVES staff who are assigned to this task are the Customer Service Representatives and the Customer Service Specialist. The number of ESR staff assigned per shift shall be directed by the Emergency Manager. Other staff may be requested to augment the ESR Team or to augment certain functions of the ESR Team (for example, EOC staff may be used to call back customers as needed). Additionally, the ESR function or some portions of the ESR function may be transferred to BVES's contracted call center during non-business hours when call volume is low. ESR staff reports directly to the SOS. Activities associated with the ESR Team include, but are not limited to:

- Process incoming customer calls.
- Issue FA's as appropriate.
- Route FA's to EOC dispatch for action.
- Update the Outage Management System as applicable.
- Assist EOC Dispatch in organizing and prioritizing incoming FA's as directed by SOS.

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- During extremely high volume periods, alternative procedures may be employed to route FA's more efficiently as directed by the Emergency Manager. For example, the ESRs may be requested to route a periodic CSV file from CC&B of new FA's to EOC Dispatch instead of individual FA's.
- May be assigned to provide first layer of sorting FA's by type (outage, line down, etc.) as directed by the SOS.
  Respond to customer inquiries on system status using latest information from EOC.
- Provide SOS information on customers with "Life Support" and Access and Functional Needs (AFN) customers affected by outages.
- Update IVR and two-way text messages as directed by the SOS.
- Update Customer Care and Billing (CC&B) with results of completed FA's from EOC.
- Call customers to verify power restoration as directed by SOS.
- Normally ESR staff perform assigned duties in the Customer Service area. The Emergency Manager may direct ESR staff to work at another area.

2.4.3.4. *System Monitor.* Staff assigned to this position are directed by the Emergency Manager and are generally selected from the following staff: Energy Analyst, Regulatory Compliance Project Engineer, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Substation Technician, Meter Technician, Field Inspector, Senior Account Analyst, Account Analyst, and Administrative Support Associate. Other staff as deemed qualified by the Emergency Manager may also be assigned. Normally, one System Monitor shall be assigned per shift but additional System Monitors may be assigned to certain shifts when activity is expected to be high. The System Monitor reports directly to the SOS. Activities associated with the System Monitor include, but are not limited to:

- Assist the SOS in maintaining the "common operational picture" in the EOC. Utilizes the Outage Management System (OMS), SCADA, CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.
- Work closely with Emergency Service Representatives to transfer information.
- Update the Situation Report.
- Assist in receiving, prioritizing, dispatching, and resolving all FA's and T&D system problems reported by other means per BVES priorities identified in the EDRP.
- Take reports from the Line Crews, Damage Assessment Teams and other field assets and communicate this information to appropriate EOC staff.
- Document outages, incidents, and accidents.
- Maintain cost recovery records and documentation of work completed as requested by the Finance and Administration Group.
- Review weather forecast and other external information and provide this information to the SOS and Emergency Manager.
- Maintain status of the BVPP as needed.
- Assist SOS in maintaining an accurate and detailed status of T&D switches, equipment and facilities in the EOC.
- Assist the SOS in execution of responsibilities as directed.

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- Perform assigned duties in the EOC.

2.4.3.5. *Damage Assessment Team (DAT)*. Staff assigned to this team are as directed by the Emergency Manager and are generally selected from the following staff: Field Inspector, Substation Technician, Meter Technician, Field Serviceperson, Meter Readers, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Buyer, Storekeeper, Regulatory Compliance Project Engineer, and Energy Analyst. Other staff as deemed qualified by the Emergency Manager may also be

assigned to this team. Normally, each DAT shall consist of two people. At least one DAT shall be assigned to each shift. Additional DATs may be assigned to certain shifts when activity is expected to be high. The DAT reports directly to the SOS. Activities associated with the DAT include, but are not limited to:

- Assist the SOS in execution of responsibilities as directed.
- Perform field investigations as directed by SOS.
- Keep the SOS informed of their position when out in the field.
- Provide detailed assessments and documentation including photographs and video of damage to SOS.
- Coordinate with and assist Line Crews as directed by SOS.
- Normally travel in pairs; especially during storm and other potentially hazardous conditions and at night. When conditions are favorable, the Emergency Manager may permit DAT field inspections to be performed by a single person.
- When not in the field, perform duties in the EOC as directed by the SOS.

2.4.3.6. *Line Crews*. Staff assigned to this crew are BVES Journeyman Lineman Crews (including Apprentice employees). Other BVES staff that are Journeyman Lineman (for example, Field Inspector) may be assigned as needed and directed by the Emergency Manager to augment BVES Line Crews. Emergency Manager may also assign Contracted Line Crews and Line Crews from other utilities through mutual aid agreements. The Emergency Manager shall direct the specific crew sizes, shift lengths and rotations, and functions (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.). The Line Crews report directly to the SOS. Activities associated with the Line Crews include, but are not limited to:

- Perform field activity work (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.) as directed by SOS.
- Keep SOS informed of work progress and developments in the field.
- Keep SOS informed of the status of T&D switches, equipment and facilities.
- Provide information (such as labor hours, equipment usage, and material consumption) to allow the collection of accurate cost recovery records and documentation for work completed.
- Assist in documenting outage and T&D system damage and restorations efforts.
- Consult with SOS on technical issues that may require Engineering & Planning evaluation and input.
- Request additional resources as needed.
- Operate Bear Valley Power Plant engines as directed.

2.4.3.7. *Engineering Technical Support*. The primary assigned are Engineering and Planning staff (Utility Engineer & Wildfire Mitigation Supervisor, Regulatory Compliance Project Engineer, Utility Planner(s), Wildfire Mitigation & Reliability Engineer, GIS Specialist,

Engineering Technician, and Engineering Inspector) as designated by the Emergency Manager. This function may be augmented by mutual aid from other utilities and/or qualified contractors as the Emergency Manager deems necessary. Normally, Engineering Technical Support is an "on-call" function as requested by the SOS. Engineering and Planning staff are generally "dual hatted" and perform other EDRP functions as assigned by the Emergency Manager. When there is a need for Engineering Technical Support, the System Monitor and SOS shall prioritize the specific workload for each Engineering and Planning staff (for example, Utility Planner may be pulled from the DAT to perform planning activities such as loading assessments on pole replacements and then return to DAT duties once the engineering work is completed).

2.4.3.8. *BVPP Operators*. Primary assigned are the BVPP Operators. BVES Journeyman Lineman may also be assigned as directed by the Emergency Manager. Additionally, the Emergency Manager may contract out for additional BVPP Operators, if needed. The Emergency Manager shall direct BVPP Operators and their shift schedule as necessary to support the anticipated or actual dispatching of the power plant. The BVPP Operators report directly to the SOS. Activities associated with the BVPP Operators include, but are not limited to:

- Operate the BVPP as directed by SOS.
- Maintain BVPP at the ready when not dispatched.
- Ensure backup systems fully operational.
- Ensure readiness to perform "Black Start" procedure.
- Request additional resources as needed.
- Document materials and labor hours expended.

2.4.3.9. *IT Operations Support*. Primary assigned is the Senior Technical Operations Support Specialist and the Technical Operations Support Specialist. GSWC IT resources may provide backup support for this function. IT Support shall report directly to the SOS. Activities associated with IT Support include, but are not limited to:

- Ensures utmost business continuity by monitoring and maintaining EOC, Operations & Planning, Customer Service, Accounting and Energy Resources communications and IT systems are operating properly.
- Provides support to ensure connectivity to critical applications.
- Coordinates communications and IT systems issues with GSWC IT.
- Resolves local IT and network connectivity issues with field equipment and systems (for example, SCADA).
- Coordinates communications and connectivity with other entities as directed.
- Assists with other duties as directed by the SOS.

2.4.4. Logistics Group.

2.4.4.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Logistics Group. Alternates that may be assigned include the Senior Accounting Analyst, Buyer or others as designated by the Incident Commander.

2.4.4.2. The Logistic Group shall normally be made up Accounting Supervisor, Senior Account Analyst, Buyer, Storekeeper, Accounting Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.4.3. Logistics Group reports directly to the Incident Commander on all logistics issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to provide optimal logistics support to ensure restoration activities are safe, efficient and effective. Activities associated with Logistics Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to "on call" when logistics work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager and SOS to forecast contracted services, equipment and material requirements for restoration activities.
- Invoke contracts for response services as requested by the Emergency Manager (for example, emergency line work, snow clearing, tree trimming and clearing, etc.).
- Process emergency contracts and procurement requests as needed to support emergency restoration activities.
- Ensure materials for recovery activities are available, issued to Line Crews as needed, and properly documented when utilized or consumed.
- Ensure vehicle fleet fueled, winterized and ready to support response activities.
- Ensure BVES facilities properly functioning to support EOC and response activities.
- Arrange meals as necessary for staff engaged in response activities.
- Arrange lodging and other mobilization logistics for mutual aid and contracted crews as requested by the Emergency Manager.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other logistics activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to logistics.

2.4.5. Planning Group.

2.4.5.1. The Energy Resources Manager is the primary BVES staff assigned in charge of the Planning Group. Alternates that may be assigned include the Utility Manager, Regulatory Affairs Manager, or others as designated by the Incident Commander.

2.4.5.2. The Planning Group shall normally be made up of the Regulatory Affairs Manager, Utility Manager, Customer Care and Operations Support Supervisor, Accounting Supervisor, Energy Supply Specialist, Energy Analyst, and other staff as designated by the Incident Commander.

2.4.5.3. The Planning Group reports directly to the Incident Commander on all planning issues and coordinates directly with the leaders of the Operations, Logistics and Finance & Administration Groups to provide optimal planning support to ensure restoration activities are safe, efficient and effective. Activities associated with Planning Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to "on call" when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager to develop a high level restoration strategy.
- Evaluate the adequacy of response and recommend adjustments as needed.
- Evaluate weather forecasts and other event information to develop contingencies.
- Determine if Catastrophic Emergency Memorandum Account (CEMA) request is appropriate and coordinate with local government officials and Regulatory Affairs on emergency declarations.
- Develop load forecasts and plan sources of energy supply to best meet load demand.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on planning issues.
- Perform other planning activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to plans.

2.4.6. Finance & Administration Group.

2.4.6.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the
Finance and Administration Group. Alternate staff may be assigned include the Energy Resource Manager, Senior Account Analyst, or others as designated by the Incident Commander.

2.4.6.2. The Finance & Administration Group shall normally be made up of the Senior Account Analyst, Account Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.6.3. The Finance & Administration Group reports directly to the Incident Commander on all finance and administration issues and coordinates directly with the leaders of the Operations, Logistics and Planning Groups to provide optimal Finance & Administration support to ensure that restoration activities are safe, efficient and effective. Activities associated with Finance & Administration Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.

- Maintain at least one group member at the EOC. EOC presence may be modified to "on call" when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Operations & Logistics Groups to track expenses (labor, invoices for services, materials consumed, etc.).
- Ensure clear guidance provided to groups to ensure expenses properly tracked.
- Treat each event as possible Catastrophic Event, which costs could be authorized for recovery.
- Execute CUEA administrative requirements as needed.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on finance and administration issues.
- Perform other finance and administrative activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to finance and administration.

2.5. **Plan Changes.** BVES Incident Commander has the authority to modify this plan including the organizational structure as needed to optimally respond to the specific emergency at hand. Specifically, the Incident Commander, must evaluate each emergency situation and determine:

- To what extent should the BVES Emergency Organization be staffed.
- To what extent should the EOC be activated.
- Should additional resources (for example, mutual aid and/or contracted services) be mobilized.

3. Emergency Response Event Preparations.

3.1. **Preparations.** Emergency Response preparations are a long-term process for which each BVES Department must be constantly ready, especially during the winter months. Preparations for emergency response are best achieved through training on the EDRP, continuous evaluation of the plan, coordination and outreach with external stakeholders, provisioning emergency response materials and equipment, and establishing mechanisms to rapidly bring emergency response resources to the service area such as mutual aid agreements, contracts, and other partnering agreements.

3.2. **Emergency Response Preparations Checklist.** Appendix B, Emergency Response Preparations Checklist, is designed to assist Managers and Supervisors in short-term emergency response preparations.

3.2.1. The President shall direct the execution of the Emergency Response Preparations Checklist based on available forecasting information. In general, it is easier to stand down from a forecasted storm event that does not materialize than to ramp up in the middle of a major storm event. Therefore, erring on the side of being ready is always the better choice. The President may direct the suspension of the Emergency Response Preparations Checklist if the forecast changes and it is no longer warranted.

3.2.2. The checklist is ideally triggered at the 96-hour point prior to a potential emergency response event such as a major forecasted winter storm. However, staff must be flexible and understand not all emergency response events will be accurately forecasted; hence, the implementation time of this checklist may be significantly less than 96-hours. In the event that major outages occur without warning, it is still useful to go through the Emergency Response Preparations Checklist and complete the preparatory checklist items as applicable.

3.2.3. The checklist is designed to be all-inclusive of plausible emergency response to storm events for the BVES service area such as winter snow storms. Therefore, certain preparatory items may not be applicable for all emergency response events; for example, vehicle snow chains may not be required during a loss of import power supply lines from Southern California Edison (SCE). The Utility Manager may direct that certain items on the checklist need not be executed as applicable. Additionally, the Utility Manager may direct new preparatory items be added to the checklist depending on specific impending conditions. The Utility Manager shall use this checklist as applicable when extreme fire threat weather that could result in PSPS conditions is forecasted. The Utility Manager shall keep the President informed of any changes to the checklist.

3.2.4. During after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Emergency Response Preparations Checklist should be reviewed for adequacy and updated as applicable.

3.3. **Contingency Operating Procedures.** The Field Operations Supervisor shall develop pre-approved switching orders and operating procedures that would most likely to be used in the more plausible loss of supply and outage scenarios. The Field Operations Linemen, the Power Plant Operators, and other applicable BVES Staff should train on these procedures as applicable so that in the event they are needed, the procedures are readily available, approved, and understood by staff. Switching orders and operating procedures should include at a minimum the following:

- BVPP Black Start System Line-up Switching Order.
- BVPP Black Start Engine Startup Procedures (with and without back-up BVPP generator).
- Switching Order to express the Radford SCE Source to Meadow Substation.
- Rolling blackout procedure when only Radford SCE Source and BVPP are available (13.4 MW Capacity Limit).
- Rolling blackout procedure when only BVPP is available (8.4 MW Capacity Limit).
- Load shedding procedures and priorities.
- Proactive de-energization of high risk circuits in the event of extreme fire threat weather.

3.4. **Mobile Emergency Generation.** The Utility Manager shall ensure that there is a contingency plan to connect mobile emergency generators to the BVES system to provide emergency power. The contingency plan should at a minimum include the following:

- Source at least 5 MWs of mobile emergency generation (may be multiple generators) that may be brought to the BVES service area within 24 hours of being requested. If possible, at least two vendor sources should be identified.
- Identify the fuel requirements and replenishment source(s) for the proposed mobile emergency generation.
- Identify the locations in the BVES system where the mobile emergency generators would be located and connected to the BVES system.
- Identify the connection type and ensure that this is compatible with the sourced mobile emergency generators and the BVES system.
- Identify if any networking is required by the supplier for the mobile emergency generators to operate and, if so, how this shall be accomplished.
- Identify any protection needed and ensure that it is available between the source mobile emergency generators and the BVES system connection points.
- Identify the operating control requirements for the sourced mobile emergency generators (for example, monitoring requirements, startup and shutdown procedures, voltage and load regulation, phase synchronization, operating checks and maintenance, operator labor requirements, etc.) and address how these shall be accomplished (for example, supplier shall operate the mobile emergency generators, etc.).

3.5. **Material and Equipment.** Obtaining material and equipment is always a challenge given that the BVES service area is remotely located and at approximately 7,000 feet in mountainous terrain with only three points of access. The roads present a significant challenge to large trucks under most conditions and all vehicles in wintery ice and snow conditions.

Therefore, it is essential to the success of BVES' emergency response plan that certain minimum levels of materials and equipment be always readily available in the BVES service area.

3.5.1. The Utility Manager shall provide the Accounting Supervisor a minimum quantity of T&D equipment and materials to maintain at BVES to allow timely repairs to likely T&D system failures (overhead facilities, underground facilities, and substation equipment). Additionally, the Utility Manager should identify other vital spares to sustain BVPP operations.

3.5.2. The Field Operations Supervisor shall provide the Accounting Supervisor the minimum quantities of materials and supplies necessary to safely operate field crews involved in restoration repairs. These supplies should include items such as traffic control markers and signs, caution cones, portable site lighting, caution lighting, yellow CAUTION tape and red DANGER tape, portable safety barriers, personal protective equipment (PPE), winter and foul weather gear, etc.

3.5.3. All Managers and Supervisors shall ensure that their staff that would be assigned to operate in the field have available to them the appropriate PPE, adequate weather protection (cold weather gear, rain gear, sunscreen and head gear, etc.), and equipment to perform their duties as assigned by the EDRP.

3.5.4. The Buyer and Storekeeper under the supervision of the Accounting Supervisor shall ensure the equipment and materials identified above are stocked to the minimum quantities. Additionally, they shall ensure the identified equipment and materials are readily sourced and may be ordered and delivered in short timeframe.

3.6. **Vehicles.** All Managers and Supervisors are responsible for ensuring that the vehicles and trucks assigned to them and their employees are ready to operate safely and as needed during restoration activities under the anticipated weather and terrain challenges of the BVES services area.

3.6.1. The Accounting Supervisor shall develop a minimum list of equipment for all BVES vehicles to operate safely in the anticipated weather and terrain conditions including snow and ice that are reasonably encountered in the BVES service area (for example, snow tires, snow chains, shovel, first aid kit, light, fire extinguisher, etc.).

3.6.2. The Field Operations Supervisor shall develop a list of any additional equipment necessary for all utility trucks (digger and bucket trucks), work trucks (foreman and Dutyman trucks) and other vehicles used by Field Operations employees to operate safely and as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.3. The Storekeeper under the direction of the Accounting Supervisor shall coordinate with the applicable Managers and Supervisors to ensure all vehicles and trucks are fully equipped, properly serviced, and ready to safely operate as needed in

the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.4. If a vehicle is not properly equipped, in good working order, and/or safe to operate for the current or anticipated conditions, it should be identified as such by the applicable Manager or Supervisor that is responsible for the vehicle or truck and restricted in use (for example, if a vehicle is not equipped with snow tires and chains, it should not be used in snow conditions).

3.7. **Contracts for Services.** During emergency restoration response activities, outside contracted services may be required to ensure efficient and effective restoration of electric service. However, it is extremely difficult to source and contract out services on short notice during an emergency. Therefore, Managers and Supervisors should identify the critical contracted services that may be reasonably expected to be needed for restoration activities, source providers of these services, and establish emergency contract agreements in accordance with the BVES's procurement policy.

3.7.1. **Table 3-1** lists the contracted services that should have pre-arranged emergency contract agreements in place.

Table 3-1: List of Minimum Contingency Contracted Services

Contracted Service	Responsibility	Additional Emergency Requirement
T&D overhead and underground high voltage utility power line construction.	Utility Manager	• Must have 24/7 contact. • Onsite within 8 hours.
T&D substation and major electrical equipment troubleshooting, repair and replacement services.	Utility Manager	• Must have 24/7 contact. • Onsite within 24 hours.
T&D work package design and development services.	Utility Engineer & Wildfire Mitigation Supervisor	• Onsite within 48 hours.
Civil construction for utility underground infrastructure repair and construction, road and sidewalk repair and construction, retaining wall repair and construction, backhoe services, hauling and other civil construction services.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Crane and lifting Services.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Vegetation clearance from high voltage overhead power lines and tree removal.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Airborne inspection, heavy lift and construction services	Utility Manager	• Must have 24/7 contact.
Environmental cleanup and mitigation to oil and hazmat spills.	Accounting Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Welding and metal fabrication services.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Snow removal for BVES Main Facility and Stockyard, substations and other areas as directed.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 4 hours.

Troubleshooting, repair and replacement parts for emergency generators (Main Office and BVPP).	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 12 hours.
Mechanical and electrical troubleshooting, repair services and replacement parts for BVPP equipment and support systems (Waukesha Model VHP7104GSI engine/generator sets).	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 12 hours.
Utility Truck troubleshooting, repair and support services	Field Operations Supervisor	
Vehicle troubleshooting, repair and support services	Storekeeper	
Diagnostic and technical support services for SCADA and associated network systems.	Senior Technical Operations Support Specialist	
Contracted Service	**Responsibility**	**Additional Emergency Requirement**
Diagnostic and technical support services for Outage Management System (OMS) and related applications.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for Interactive Voice Recording (IVR) and related applications.	Customer Service Supervisor	
Diagnostic and technical support services for BVES's phone system.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's internal and external network and connectivity systems.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's External Website.	Customer Program Specialist	
Public relations (PR) services	Customer Program Specialist	• Must have 24/7 contact. • Provide remote PR response within 2 hours
Media advertising services	Customer Program Specialist	

3.7.2. Many of the services listed in Table 3-1 are used in the normal course of BVES operations through already established contracts. Where this is the case, it is advantageous to include any additional emergency response requirements rather than sourcing to different suppliers.

3.7.3. The Administrative Support Associate in coordination with the Utility Manager and Accounting Supervisor shall develop a list of Contingency Contracted Services and file the list in Appendix C, Contingency Contracted Services. The list shall be in tabular format and at a minimum include the following information:

- Contractor Entity Name
- Services Provided with brief description of any specific emergency requirements
- Point of Contact
- Contact phone numbers including afterhours numbers
- Main Office location

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.7.4. Where onsite mobilization is required to perform the requested services, Managers and Supervisors should carefully consider the feasibility for the contractor to reach the BVES service area in a timely manner given the remote and mountainous terrain.

3.7.5. When advanced warning or forecasting is available, the Utility Manager may direct prepositioning of equipment and materials to improve the ability of the contractor to mobilize. For example, a contractor for T&D overhead and underground high voltage utility power line construction may be requested to pre-position trucks at BVES ahead of a snow storm.

3.7.6. When advanced warning or forecasting is available, it is generally useful for Managers and Supervisors alert their points of contact for contracted services that there may be an impending requirement for their services.

3.8. **Mutual Aid.** Mutual Aid agreements are an efficient and effective resource multiplier available to BVES restoration efforts. Therefore, it is extremely important that these agreements be maintained current and that staff understand what resources they may provide and how to request the resources.

3.8.1. California Utilities Emergency Association. The California Utilities Emergency Association (CUEA) Mutual Aid Agreement allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. BVES shall be an active member of CUEA and shall participate in the Energy Committee meetings and activities as feasible. Generally, CUEA meetings and activities provide information on emergency response planning at other utilities and state agencies. Additionally, CUEA is an excellent forum for organizations to discuss best practices. The Utility Manager shall be responsible for managing CUEA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Inquire about CUEA resources and make formal mutual aid requests in accordance with the CUEA agreement.
- Provide mobilization support such as lodging and meals to responding mutual aid crews and other labor resources provided through CUEA.
- Direct and manage mutual aid crews and other labor resources provided through CUEA.
- Provide logistics support (materials, equipment and other resources as needed) to mutual aid crews and other labor resources provided through CUEA.

The Administrative Support Associate shall ensure CUEA documents are available to the Operations Group and in the EOC.

The Accounting Supervisor shall ensure processes are in place to account for and pay for CUEA mutual aid resources that respond to BVES' aid requests. This shall require close coordination with the Operations Group.

3.8.2. Mountain Mutual Aid Association. The mission of the Big Bear Valley Mountain Mutual Aid Association ("MMAA") is to coordinate and facilitate resources to minimize the impact of

disasters and emergencies on people, property, the environment, and the economy. This is accomplished by detailed valley-wide evacuation planning and dedicated support to all involved emergency responders and their agencies. MMAA's vision is to prepare Big Bear Valley citizens, tourists, businesses, and governments to maximize their resistance to disaster through preparedness, mitigation, response, and recovery activities. BVES shall be an active member of MMAA and shall actively participate in the MMAA meetings and activities. This is especially important in establishing strong personal business relationships with key players and stakeholders in the community such that during an emergency event, the BVES Team is working with stakeholders it is already familiar with. **Table 3-2** provides a listing of the MMAA current membership. The Utility Manager shall be responsible for managing MMAA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Coordinate activities with MMAA.
- Request support and resources of MMAA members.

MMAA has the ability to provide a wide range of direct support to BVES restoration activities during emergency response including traffic controls, road-clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc.

Table 3-2: Bear Valley Mountain Mutual Aid Association Membership

Organization		
• City of Big Bear Lake • Big Bear Fire Department • San Bernardino County Fire • San Bernardino County Department of Public Health • San Bernardino County Office of Emergency Services (OES) • San Bernardino County Sheriff's Department • San Bernardino County Transportation Authority • San Bernardino County Emergency Communications Service (ECS) • U.S. Forest Service • California Highway Patrol • California Department of Transportation	• Big Bear Airport • Big Bear City Community Services District • Big Bear Lake Department of Water & Power • Big Bear Lake Municipal Water District • Big Bear Area Regional Water Authority • Bear Valley Electric Service, Inc. • Southwest Gas • Bear Valley Community Healthcare District • Bear Valley Unified School District • Mountain Area Regional Transit Authority	• Bear Mountain Ski Resorts • Big Bear Chamber of Commerce • Big Bear Lake Resort Association • Big Bear Valley Recreation & Park District • American Red Cross • Big Bear Community Emergency Response Team (CERT) • Big Bear Valley Community Organizations Active in Disaster (COAD) • Big Bear Valley Voluntary Organizations Active in Disaster (VOAD) • Civil Air Patrol • Salvation Army

3.9. **Communications Layers and Message Deck.** Communications with stakeholders and customers during emergency response is one of BVES' top three priorities. The Customer

Service Supervisor with the support of the Customer Program Specialist shall ensure the following:

- Multiple layers of communications are established to reach customers. These should include agreements with local media (newspaper, internet news, radio stations, etc.), BVES Website, BVES social media, Interactive Voice Response (IVR) System, email blast, etc.
- Training applicable staff and testing all of the established communications layers.
- Leveraging the communications platforms available to other stakeholder organizations. For example, the Big Bear Chamber of Commerce has an email blast channel to its member businesses and the City of Big Bear Lake has an email blast channel to many of its residents.
- Developing pre-approved message templates that properly guide staff preparing communications to customers and stakeholders with the necessary information to provide a useful update. For example, pre-staged press releases, website messages, social media messages, IVR messages, etc. on sustained outages may be prepared well in advance of any emergency with “fill-in-the-blanks” for the specific event.

3.10. **Staff Roster and Recall List.** A critical component of successfully implementing the EDRP is the ability to rapidly recall staff as need. Therefore, it is critical that contact information for each staff be maintained up to date and be made available to staff that would execute the recall.

3.10.1. The Administrative Support Associate is responsible for maintaining and updating the
BVES Staff Roster and Recall List. This list shall be filed in Appendix D, BVES Staff Roster and Recall List, to the EDRP. This list shall be reviewed for accuracy each quarter by the Administrative Support Associate and updated as needed.

3.10.2. When new staff join or staff terminate their employment at BVES, the Administrative Support Associate shall update BVES Staff Roster and Recall List.

3.10.3. Additionally, when staff change their contact information, it is essential that they inform their Supervisor and the Administrative Support Associate so that the recall roster may be updated.

3.10.4. The recall roster should include at a minimum employee name, home phone, mobile phone, personal email, and address. It is critically important that the roster have a phone number where the employee may be contacted at any time. The address is important because in a major storm it may be safer and more efficient to send a BVES vehicle to pick up staff to respond to the EDRP and staff up the EOC. Personal email is important because an initial group email blast may be sent to set in motion mobilization of the EOC, while calling each staff member is pursued.

3.10.5. The Administrative Support Associate shall develop and update as necessary a group email address for staff using both their personal and work email addresses for recall purposes.

3.11. **Key External Contacts List.** BVES' ability to contact external stakeholders and resource providers is critical to successfully executing EDRP restoration activities.

3.11.1. The Administrative Support Associate in coordination with Managers and Supervisors shall develop the Key External Contacts List and file the list in Appendix E, Key External Contacts List. The list shall be in tabular format and at a minimum include the following information:

- Key External Contact Entity Name
- Point of Contact
- Contact phone numbers including afterhours numbers
- Email
- Main Office location
- Category of Key External Contact per Table 3-3

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.11.2. Managers and Supervisors should provide the Administrative Support Associate updates to the Key External Contacts List as changes occur.

3.11.3. Table 3-3 provides the minimum key external contact categories that should be included in the Key External Contacts List.

Table 3-3: Key External Contacts

Category
• State government, agencies and departments
• Local government, agencies and departments
• Critical Customers
• Public Safety Partners
• Utilities
• Non-governmental organizations (business and community organizations; volunteer relief and aid groups; other disaster relief entities)
• Media groups

3.12. **Emergency Operations Center and BVES Main Facility.** Readiness of the EOC and BVES Main Facility to support EDRP restoration activities on short notice is an essential element to successfully executing the EDRP.

3.12.1. The Utility Manager is responsible for ensuring readiness of the EOC as detailed in Section 2.3. Appendix A, EOC Preparedness Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. The Operations Group should be familiar with this checklist and be trained on setting up the EOC.

3.12.2. Each Manager and Supervisor is responsible for ensuring that facilities and resources under their responsibility are ready to support the EDRP restoration activities.

3.12.3. The Accounting Supervisor is responsible for ensuring the BVES Main Facility is ready to support sustained EOC and EDRP operations to include stocking consumables for EOC and restoration activities, providing staff on-site meals, water and other necessary habitability amenities.

4. Emergency Response Procedures.

4.1. **Emergency Response Plan Implementation and Emergency Operations Center Activation.** BVES responds to emergencies and outages based on the resource requirements to properly resolve the situation in a safe, timely, efficient and effective manner. When the restoration efforts are beyond the capabilities of the normally assigned Field Operations staff and normal Customer Service resources, the EDRP should be implemented.

4.1.1. Response Levels. There are three basic outage response levels that BVES uses. Level 1 and 2 pertain to the EDRP and Level 3 refers the normal BVES working hours and afterhours Field Operations and Customer Service outage response procedures and processes. When the EDRP is activated, Level 1 or 2 are used to describe level of EOC activation and restoration response process. Level 3 is the normal Service Crew (or Dutyman for afterhours) response process to outages and system problems during the course of normal T&D operations. The response levels to outages and emergencies are summarized in Table 4-1.

Table 4-1: BVES Outage and Emergency Response Levels

Response	Event Type	Action	Comments
Level 1	High Risk Long-term*	EOC fully activated EDRP processes implemented	It is preferred to fully activate EOC and then shift to Level 2 activation, if full response determined to not be necessary.
Level 2	Moderate Risk Short-term	EOC partially activated EDRP processes implemented	Level of EOC activation and EDRP implementation as directed by Utility Manager.
Level 3	Low Risk Short-term	Normal Service Crew/Dutyman and Customer Service processes	These events are normally within the capability of assigned Service Crew or Dutyman to resolve with the normal on call resources.

*Long-term is generally defined as 12 hours.

4.1.2. Plan Activation. The President shall direct activation of the EDRP and, therefore, the EOC and shall also direct the applicable response Level. The President should consider the following in evaluating whether or not to implement the EDRP and, if the EDRP is to be implemented, to what Level (1 or 2) to activate the EOC:

- Will resources beyond BVES' normal outage response posture be required and to what extent? Will external resources (mutual aid and/or contracted services be required)?
- Will the restoration efforts be long-term (generally 12 hours or greater)? If long-term, how long?
- Will the restoration efforts be more efficient if the BVES staff is organized for around the clock customer service and field operations?
- Will the restoration efforts require increased management and logistics support beyond that of the Field Operations Supervisor?
- Is the outage (or high potential for outage) expected to have significant impact on BVES customers and/or stakeholders?
- Will rapid and close coordination be required with other government and agencies directing response actions to an emergency (for example, Incident Commander for a wildfire in or adjacent the BVES service area)?
- Will communications efforts require increased and dedicated resources beyond the normal Customer Service communications posture?

4.1.2.1. In considering the above factors, the President shall drive to ensure that the BVES response is at the appropriate level to achieve a safe, timely, and prudent allocation of resources in the best interest of customers and other stakeholders.

4.1.2.2. The EDRP will be directed in response to an extended outage as a result of proactive de-energization (public safety power shutdown) to shut off power in high risk areas when extreme fire conditions present a clear and imminent danger to public safety. The focus of implementing the EDRP in this circumstance would be to improve coordination with local government and agencies and provide affected customers relief resources generally through mutual aid (MMAA) as needed. Specific public safety power shutdown procedures are provided separately in the BVES Public Safety Power Shutdown Plan.

4.1.2.3. The President shall direct activation of the EOC in situations where an outage has not yet occurred but the likelihood is significant. An example of a high risk situation is a wildfire that has not yet resulted in outages but has the potential to do so and/or may require rapid and close coordination with the Fire Incident Commander.

4.1.2.4. It is generally preferred to fully activate EOC and then shift to Level 2 activation as conditions warrant. By bringing in the full EOC organization, the staff can be briefed on the situation and then stood down with specific instructions tailored to the Level 2 response requirements.

4.1.2.5. When the EOC is directed to be activated, the President shall designate staff to utilize Appendix D, BVES Staff Roster and Recall List, to alert employees to staff the EOC. Additionally, a group email should be sent out to staff using their work and personal email address.

4.1.2.6. When the EDRP is implemented for training, such as for the annual drill, the Utility Manager shall put controls in place to prevent drill activities from interfering and/or confusing staff, customers, and stakeholders with real-world BVES operations.

4.2. **Essential Elements of Information (EEI).** EEIs are key information that the Incident Commander and EOC Group Leaders need in order to make timely and informed decisions on emergency response. The EEIs listed in Table 4-2, Essential Elements of Information, are critical to the BVES Emergency Leadership Team's ability to assess the emergency situation and decision making in emergency response. Therefore, obtaining this information and continually updating it must be a priority for all staff assigned to the emergency response efforts.

Table 4-2: Essential Elements of Information

EEI	Remarks
Potential hazards that impact the safety and health of BVES employees, contracted and mutual assistance personnel, first responders, and the public	**Safety is our top priority.** Therefore, it is vitally important to identify potential hazards so that resources may be properly allocated to assessing, mitigating and eliminating the hazards.
Updated common operating picture based on indications and sensors, forecasts, and the accumulation of information from the field	Maintaining a common operating picture is a primary function of the EOC staff so that each Group is able to provide a coordinated and collaborative uniform response to the emergency. Additionally, the common operating picture leads to consistent messaging with customers and stakeholders based on the best available information.

Facility and equipment assessments and operational impacts to BVES' business operations • Status of Power Delivery Systems ○ 34.5 kV sub-transmission system ○ Substations ○ Distribution system • Status of Power Supply (**Cause of supply disruptions and estimated time of restoration**) ○ SCE Supplies from Goldhill ○ SCE Supply from Redlands ○ Bear Valley Power Plant • Status of Communications ○ Internet connectivity ○ SCADA network ○ BVES work radios ○ Land line phones ○ Cell phones ○ Internal network connectivity ○ Weather station network ○ BVES Website ○ BVES Social Media • Status of IT Applications ○ CC&B ○ IVR/two-way text ○ OMS ○ GIS applications ○ SCADA • Status of facilities, equipment, and materials ○ Emergency Operations Center ○ BVES Main Office ○ BVES Yard ○ Work trucks and vehicles ○ Poles, wire, transformers and other material	Identifying causes of power delivery system (T&D) outages and supply disruptions is essential to determining the proper restoration actions to be taken. Maintaining accurate status as conditions in the field change and restoration activities progress throughout the emergency response is key to ensuring restoration resources are properly allocated and optimized at all times. Developing **estimated time of restoration (ETR)** is critical information that our customers and stakeholders need in order for them plan their responses and mitigations to the outage. ETRs must be updated as they change. Communications are often the weak link in emergency response. During an emergency some communications may be degraded and alternate systems may be necessary. Therefore, understanding the status of communication systems is critical to ensuring connectivity with field crews, damage assessment teams customers, and stakeholders. Many utility activities rely upon IT systems for rapid and efficient response. These systems are also susceptible to degradation during an emergency and workarounds may be necessary. Therefore, identifying IT problems and/or limitations is vital to directing effective restoration activities. As a result of the emergency or for other reasons, facilities and equipment may be degraded and material availability may be limited. Therefore, knowing the status of facilities, equipment, and materials is essential to developing restoration actions.
Status of contracted and mutual aid assistance requests	Outside line crew assistance, tree trimming services, crane support, snow removal services, civil construction services, and other outside assistance is often critical to successfully executing restoration activities. Therefore, is critical to fully understand: • Which entity (or entities) are providing resources? • What specific resources they are providing (equipment and personnel)?
EEI	**Remarks**
	• How and when will they arrive at BVES's service area? • What logistic support will they require?

Limitations on access and transportation due to flooding, roadway damage, debris, or other closures	Access to BVES's service area under normal circumstances is limited. During an emergency, it is plausible that some or all of the access may be interrupted, which will significantly impact the ability to bring resources to BVES. Additionally, access to certain areas within the service area may be severely impaired due to the emergency. Therefore, it is critical that the EOC Team fully understand access limitations and have backup plans in place.
Interdependencies between BVES, government agencies, other utilities (water, gas, and electric), and critical infrastructure	Outages may have significant impact on government agencies, other utilities (water, gas, and electric), and critical infrastructure; especially, when their backup systems fail. Therefore, the EOC Team must be fully aware of how outages are impacting the area and coordinate a prioritized restoration plan that fully considers the above.
BVES staff supporting other agencies (for example, Incident Commander representative)	Imbedding a BVES representative with the on scene Incident Commander and/or local government EOCs (City or County) has proven to be highly effective in coordinating emergency response actions. The EOC Team must communicate frequently with the imbedded BVES representative to ensure coordinated and uniform emergency response.

4.3. **Restoration Strategy.** Outage events and emergencies are rarely similar in all respects; therefore, this general restoration strategy is constructed to provide the EOC Team with a scalable and flexible restoration strategies that can be employed as required to deal with the unique aspects of each major outage and emergency event.

4.3.1. Restoration Strategy Assumptions. Restoration strategies and guidance in the EDRP assume that the BVES system is in its **normal winter line-up** as follows:

- Bear Valley Power Plant (BVPP) is available for normal full power operations (8.4 MW).
- Goldhill SCE sub-transmission power lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2) are fully operational and connected to the BVES system at the Shay and Baldwin Auto-Re-closers (34 MW).
- Radford SCE sub-transmission power lines and facilities from Zanja are fully operational and connected to the BVES system at the Radford Auto-Re-closer (5 MW).
- BVES T&D systems are in the normal system line-up.

Therefore, staff must ensure that when implementing guidance provided in the EDRP that they fully understand the current line-up of the BVES system and, if there are deviations to the normal winter line-up, they must properly account for these deviations in their restoration actions. It should be noted that under normal conditions, the Field Operations Supervisor

controls the system line-up and during EOC activation the system line-up is controlled by the SOS.

4.3.2. Restoration Priorities. The Utility Manager shall direct the specific restoration priorities keeping safety (public and worker) as the top priority. In most cases, based on best available information regarding the situation and available restoration resources, resources shall be dispatched to restore systems to achieve the following restoration priorities:

- **Public safety** in the affected areas;
- **Worker safety** in performing the restoration work;
- **Critical infrastructure** Sheriff's Department, hospital, Fire Department, key City & County facilities, other utility facilities (water, sewage, gas, communications), Airport, Traffic Control, Incident Commander Site, Incident Base Camp, Incident Evacuation Centers, communications (Spectrum and various cell providers), radio stations;
- Major commercial activities critical to **continuity of community services**: gas stations, food stores, supply stores, repair shops, eateries and lodging facilities to support outside first responders (CAL FIRE), as well as financial institutions.
- **Medical Baseline Customers** and **Access and Functional Needs Customers** • **Number of customers** affected; and
- **Length of time** customers have been without power;

4.3.3. Restoration Progression. In directing restoration efforts to achieve the priorities of Section 4.2.2 above, the Operations Group shall generally find it most efficient to dedicate restoration resources to restoring the following types of facilities in the prescribed order to optimally restore electric service:

- Energy supply sources Southern California Edison (SCE) supply lines, Bear Valley Power Plant (BVPP), etc.
- Sub-transmission circuits (34.5 kV)
- Substations
- Distribution circuits (4 kV)
- Feeders
- Distribution transformers
- Individual customer service lines

Taking into account restoration priorities and progression, Table 4-3 below provides guidance on the restoration priorities for sub-transmission circuits, substations, and distribution circuits. This guidance must be tempered by many factors including the actual cause of the outage(s), available resources, time to conduct repairs, access to repair sites, etc. Therefore, the Utility Manager must have wide discretion when developing the specific restoration priorities and may choose to deviate from the general guidance.

Table 4-3: Restoration Priorities for Sub-Transmission Circuits, Substations, and Distribution Circuits

Priority	Sub-Transmission Circuit	Substation	Distribution Circuit	Comments

1	Baldwin	Meadow	Garstin	• Key critical infrastructure. • Connects BVPP
2	Shay/Radford	Pineknot Village Maltby Division	Interlaken Boulder Harnish Country Club Georgia Paradise Erwin Lake Castle Glen	• Additional critical infrastructure • Major commercial activities & airport • Large number of residential customer.
3	NA	Moonridge Maple Bear City Fawnskin Palomino	Eagle Lagonita Fox Farm Clubview Sunset Goldmine Holcomb Pioneer Sunrise	• Mostly residential customers
4	NA	Bear Mountain Summit Lake	Geronimo Skyline Lift Pump House	• Mostly interruptible customer.

4.3.4. Loss or Significant Reduction of Energy Supply. BVES normally imports all of the supplies necessary to meet customer demand via SCE power lines and augments the supplies using the BVPP when the maximum capacity from the SCE Cottonwood lines are reached. Table 4-4 provides information on BVES system sources of power.

Table 4-4: BVES System Sources of Power

Source	Capacity	Comments
Goldhill: Includes SCE lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2).	34 MW	Connected to the BVES system at the Shay and Baldwin Auto-Re-closers
Radford: Includes SCE line (Bear Valley) and facilities from Zanja.	5 MW	Connected to the BVES system at the Radford Auto-Re-closer
Power Plant: Includes Bear Valley Power Plant (BVPP) generation equipment and facilities.	8.4 MW	Seven 1.2 MW natural gas fired engines
Net Energy Metering & Distributed Energy Resources	3.3 MW	Distributed throughout system. Limited to day-light production only

Table 4-5 provides guidance on some of the more likely loss of energy supply scenarios to the BVES Service Area. Each of these scenarios assumes a complete loss of the affected power source(s). However, it should be realized that it is also possible that certain power sources may be degraded providing some limited capacity instead of being completely lost. In these cases, the Operations Group should follow the framework provided in Table 4-5 modified to take into account the limited supply capacity of the degraded power source(s).

Table 4-5: Actions for Loss of Supplies

Actions	Loss of all SCE Supplies (Goldhill & Radford)	Loss of SCE Goldhill Supplies	Loss of SCE Radford Supply	Loss of BVPP
Contact and coordinate with SCE.	Call SCE Lugo Substation and SCE Control Center Colton. Obtain system status, actions in progress or scheduled and	Call SCE Lugo Substation. Obtain system status, actions in progress or scheduled and ETR.	Call SCE Control Center Colton. Obtain system status, actions in progress or scheduled and ETR.	NA

Actions	Loss of all SCE Supplies (Goldhill & Radford)	Loss of SCE Goldhill Supplies	Loss of SCE Radford Supply	Loss of BVPP
	estimated time of restoration (ETR).			
Assess situation	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.
Activate EOC	Yes – Level 1 Event	Yes – Level 2 Event	No – Level 3 Event	No – Level 3 Event
Switching Operations	Line-up system for BVPP Black Start Procedures	Express Radford to Meadow.	Shift Village Substation to Shay Line	NA
Dispatch BVPP	Execute BVPP Black Start Procedures and Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators as needed based on load.	Conduct actions to repair BVPP.
Interrupt interruptible customers	Will be required to meet demand.	Will be required to meet demand.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.
Rolling blackout procedures	Will be required to meet demand.	Will be required to meet demand.	Not likely required.	Not likely required.
Contract emergency mobile generation	Consider based on ETR if greater than 24 hours.	Consider based on ETR if greater than 24 hours.	Not likely required.	Not likely required.
Public Engagement	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Not likely required.	Not likely required.
Compliance reporting	Conduct CPUC Major Outage Report per GO166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO166 if media coverage expected or occurs.	Not likely required.
Load forecasting	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without Radford Line.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without BVPP.

4.3.5. Downed Wire Response. During a major storm, BVES may receive many trouble calls reporting primary and service lines down throughout the service area. Wires down that present an imminent fire or electrocution hazard or are identified as being primary distribution line voltage shall receive top priority. In general, higher priority shall be assigned to calls involving wires blocking state highways or wires down on buildings or vehicles. Personnel investigating downed wire shall determine the wire type (primary, secondary or service conductor) and take actions as directed by the SOS and per Table 4-6, Downed Wire Response.

Table 4-6: Downed Wire Response

Conductor	Action
Primary	
Conductor	**Action**
	• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible (this may require dropping the main BVES supply transmission lines remotely). • Warn others to stay clear. • Isolate the area by setting up CAUTION tape and traffic cones and barriers. • Call into the EOC the exact location (address and pole numbers). • If wire is energized, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized. • Once line is de-energized, area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.
Secondary	• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible. • Warn others to stay clear. • Isolate the area by setting up CAUTION tape and traffic cones and barriers. • Call into the EOC the exact location (address and pole numbers). • If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized. • Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.
Service	• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible. • Warn others to stay clear. • Isolate the area by setting up CAUTION tape and traffic cones and barriers. • Call into the EOC the exact location (address and pole numbers). • If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized. • Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS. • If the line is disconnected from the pole, it is not necessary to isolate the area. Simply call the situation into the EOC and proceed to next location as directed by SOS.

4.3.6. Sub-Transmission and Distribution (T&D) Casualties. The most common cause of outages for the BVES services area are casualties to T&D facilities resulting in a major outage, multiple outages of varying sizes, and/or some combination thereof. Restoration from these outages is mostly dependent on the available resources, which can quickly be overwhelmed if not properly managed.

4.3.6.1. The Operations Group shall prioritize restoration activities and resource allocation according to the general priorities identified in Section 4.3.2 and shall restore T&D facilities in the order listed in Section 4.3.3 to achieve these priorities. In establishing restoration priorities, public and worker safety is always the top priority.

4.3.6.2. SOS balances efforts to conduct repairs while attempting to restore service to as many customers as possible by isolating the damaged facilities to as close to the damage as

feasible with the goal of minimizing the number of customers affected by the outage. The SOS should evaluate the time to isolate the damage and restore service to some customers against the estimated time to repair the damage and restore power to all customers. The most efficient and effective course of action shall depend on the extent of damage, availability of resources to conduct repairs, and availability of resources to perform switching operations.

4.3.6.3. Once damaged facilities are identified to the Operations Group, the SOS shall have the facilities field checked by the Damage Assessment Team (DAT) or by other competent staff, such as nearby field crews, to determine the extent of required repairs needed as well as the ability to isolate the damage and restore power to as many customers as possible.

4.3.6.4. Based on the results of the field check, the SOS shall:

- Determine the priority to repair the damages;
- Direct switching operations to restore power to as many customers as possible, if feasible;
- Determine the repair work scope (for example, temporary repair such as shoring up damaged facilities or permanent repair per BVES construction standards, etc.);
- Assign Engineering Planning resources as deemed necessary (for example, perform pole loading assessments for pole replacements);
- Schedule Field Crew resources as applicable;
- Direct assigned Field Crew to draw necessary materials and conduct repairs;
- Inform and periodically update the Public Information Group and Emergency Service Representatives so that they may keep customers and stakeholders informed; and
- Close out or cause to be closed out the applicable Field Activity.

4.4. **EOC and Emergency Response Workflows.** The EOC and emergency response workflows are designed to:

- Develop and maintain an accurate common operational picture.
- Continually assess damage and develop optimal restoration response.
- Dispatch resources for emergency restoration activities.
- Manage field activity reports.
- Keep customers and other stakeholders informed.
- Ensure restoration activities are properly resourced.

4.4.1. EOC Setup. The EOC shall be set up in accordance with Appendix A, EOC Preparedness and Setup Checklist. The Strategic Operations Supervisor in consultation with the Emergency Manager shall direct which applications are to be displayed on the available large screens and projector and how the white board shall be utilized. The displays should be optimized to provide EOC staff and decision makers an accurate common operational picture based on the best information available.

4.4.2. EOC Staffing. The following staff shall normally be present or represented as applicable in the EOC:

- Incident Commander
- Public Information Group
- Emergency Manager
- Strategic Operations Supervisor (SOS)
- System Monitor
- Damage Assessment Team (DAT) – when not assigned to the field
- Emergency Service Representative (ESR) – normally located in the Customer Service area to reduce noise level in EOC
- Engineering Technical Support
- IT Operations Support – normally located in IT spaces
- Logistics Group
- Planning Group
- Finance & Administration Group

4.4.3. Managing Field Activities. The Emergency Manager may find it useful to manage Field Activities by utilizing a spreadsheet to track each Field Activity by recording and sorting the following information:

- Field Activity Number
- Date
- Time
- Location
- Circuit
- Substation
- Status (Unassigned/Crew Assigned/Completed)
- ETR
- Grouping (often multiple Field Activities are resolved when a common fault/damage location is repaired)
- Customer call back
- Comments
- Other information as deemed necessary by the Emergency Manager

4.4.4. Workflows. The EOC shall process incoming damage reports and service request as Field Activities using the workflows shown in Appendix F, Emergency Response Workflows. The emergency response workflows are provided for Level 1 and 2 activations. For reference, the Level 3 (normal service response) is also provided. The Utility Manager may direct deviations to the workflows if it is determined that a more effective and efficient workflow process may be achieved. When conducting after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Appendix F, Emergency Response Workflows, should be evaluated for possible changes and improvements, and updated if deemed appropriate.

4.4.5. Situation Report. Developing a common operational picture is an important function of the EOC staff in order to ensure decision making is optimal. One essential tool in developing the common operational picture is to periodically update a Situation Report (SITREP). Appendix G provides an example SITREP. The SITREP should be

updated by the SOS at least once per shift and more often if conditions are rapidly changing. The SITREP should be displayed in the EOC and sent to the Incident Commander, Public Information Group, EOC Group Leaders, Emergency Service Representatives, and others as deemed appropriate by the Emergency Manager.

4.4.6. Damage Assessments. The Damage Assessment Team(s) shall be dispatched from the EOC to investigate Field Activities and other damage reports. They shall complete a Damage Assessment form and provide it to the SOS. Appendix H provides a sample Damage Assessment Form. If they have several sites to visit, they may consider taking a picture of the completed form and sending to the EOC. Also, the DAT should take as many pictures needed to identify the damage and allow for the Engineering Team to plan the necessary repair work for the line crews. For example, the DAT should take pictures of any damaged equipment and facilities so that material may be pulled and staged for the line crews. Also, the DAT may make use of tools such as FaceTime to communicate with the EOC and provide the EOC a complete assessment of the damage conditions and the iRestore First Responder app to quickly make a basic report with location and a picture.

4.4.7. Work Orders. The SOS shall direct the use of Work Order jackets for the more complex repairs so that the scope of work performed and material and equipment utilized is properly documented. These Work Order jackets should include one-line diagrams and material sheets as applicable along with specific instructions from Engineering & Planning if warranted. Appendix I provides a sample Work Order Jacket.

4.5. **Resources.** Using best available information, the Utility Manager shall continually assess the following:

- Resources necessary to execute the restoration activities in a safe, effective and efficient manner;
- Available resources in the Service Area;
- Gaps in resource availability to execute the restoration activities in a safe, effective and efficient manner; and
- When resources from outside entities such as CUEA mutual aid and/or contracted resources may be released.

Based on the above assessments, the Utility Manager shall coordinate with the Logistics Group leader to request additional resources as necessary to fill resource gaps and to relinquish resources when no longer required. Possible resources in addition to BVES resources include CUEA mutual assistance, contracted services and Big Bear Valley Mountain Mutual Aid Association.

4.5.1. California Utilities Emergency Association (CUEA). The Utility Manager shall determine if gapped resources are best provided by utilizing the hCUEA Mutual Aid Agreement, which allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. The specific process for requesting and receiving mutual aid from member utilities is provided in the CUEA Mutual Aid Agreement.

Table 4-7, CUEA Mutual Assistance Process, provides a summary of the process for requesting and receiving CUEA mutual assistance.

Table 4-7: CUEA Mutual Assistance Process

Process Step	Responsibility	Amplifying Comments
Determine if CUEA Mutual Aid **may** be required	Utility Manager	The Operations Group evaluates if CUEA resources may be required and if there is a possibility, this should be communicated to the Logistics Group.
Issue a "Mutual Assistance Inquiry Only"	Logistics Group Leader	Providing the CUEA Staff with a Mutual Assistance Inquiry Only allows the CUEA to alert member utilities so that they may evaluate which resources are available without incurring costs. This request is best made via email but it may also be made via phone call. The following information should be included in the inquiry: • BVES Contact Name • BVES Contact Phone Number • BVES Contact Email • Type of Emergency • Type of Assistance Requested • Desired Date & Time Needed • Additional Details or Comments
Determine that CUEA Mutual Aid **is** required.	Utility Manager	Obtain Incident Commander's authorization to proceed with CUEA mutual aid request and then, request Logistics Group make arrangements.
Issue a "Mutual Assistance Formal Request"	Logistics Group Leader	Send the CUEA Staff a Mutual Assistance Formal Request with following information: • BVES Contact Name • BVES Contact Phone Number • BVES Contact Email • Type of Emergency • Type of Assistance Requested • Desired Date & Time Needed • Additional Details or Comments This request is best made via email but it may also be made via phone call and then followed up by email.

Pre-arrival coordination	Logistics Group Leader	Once a member utility (referred to as "Assisting Party") agrees to provide resources, the Logistics Group shall work with the Assisting Party point of contact to facilitate all logistics arrangements to include mobilization through demobilization. Specifically, the following information should be obtained: • Date and estimated time of arrival of the Assisting Party resources • Name and contact information of the Assisting Party's Team leader • Names and contact information of the Assisting Party Team members • How lodging will be handled [1] • How meals will be handled [2]
Mutual Assistance Agreement Letter	Finance & Administration Group Leader	Once the pre-arrival information is verbally agreed upon, the Finance & Administration Group shall draft the Mutual Assistance Agreement Letter, route it to the Utility Manager and Logistics Group Leader for review and to the Incident Commander for approval signature. Appendix G, Mutual Assistance Agreement Letter, provides a sample letter.
Process Step[12]	**Responsibility**	**Amplifying Comments**
Setup Assisting Party in BVES Accounts Payable System	Finance & Administration Group Leader	Coordinate with the Assisting Party to ensure they are able to invoice BVES in accordance with the CUEA Mutual Aid Agreement. Provide the Assisting Party invoicing instructions to ensure timely payments.
Mobilization	Logistics Group Leader	Coordinate with Assisting Party Team Leader and local facilities to ensure lodging is ready and assist in resolving any arrival issues such as providing information on access to Big Bear Lake, chain requirements and any other travel support (such as permission to pass through areas that may be closed to general public).
Arrival Meeting	Utility Manager and Logistic Group Leader	Upon arrival of the Assisting Party, the Utility Manager and Logistic Group Leader shall meet with the Assisting Party Team Leader, introduce key staff, and go over the following:

[1] It is BVES's responsibility to make lodging arrangements; however, an Assisting Party may desire to make lodging arrangements on their own and be reimbursed per the Mutual Aid Agreement.
[2] It is BVES's responsibility to provide meals; however, an Assisting Party may desire to make meal arrangements on their own and be reimbursed per the Mutual Aid Agreement.

		• Safety procedures[1] • Coordination meetings[2] • Communications[3] • Work controls and construction standards[4] • Material usage[5] • Situation update[8]
Tour of Facilities	Utility Manager	Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the Assisting Party with a brief orientation tour of key facilities essential to supporting their work including the following: • EOC • Warehouse • Stockyard • Where to park trucks • Material disposal • Hazmat disposal • Other logistics support (for example, where to fuel trucks)
Demobilization and Departure Out Brief	Utility Manager and Logistic Group Leader	Ensure lodging checkout is completed and bills are paid. Copy receipts. Review material used by Assisting Party and resolve any documentation issues. Discuss any lessons learned or areas for improvement to allow the Assisting Party to be more effective in the future.
Compensation	Utility Manager and Accounting Supervisor	Coordinate with Assisting Party to review invoices in accordance with the CUEA Mutual Aid Agreement with all of the supporting documentation. The Utility Manager should be the approving manager for the invoices.

Notes:

Process Step	Responsibility	Amplifying Comments

[8]Brief the Assisting Party on the current situation, damage assessments and services that the Assisting Party shall be required to perform. This is an excellent opportunity to develop an initial game plan with the Assisting Party.

4.5.2. Contracted Services. Contracted Services as listed in Table 3-1 should be in place such they may be readily requested. The Utility Manager shall determine which contracted services are needed and the specific scope of work and provide this information to the Logistics Group

[1] Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.
[2] Agree upon how the Assisting Party shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the Assisting Party to have the Team Leader spend time in the EOC with the Operations Group and out in the field with the Assisting Party crews. Other options include having the Crew Forman check-in before and after each shift.
[3] Establish lines of communications with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.
[4] Brief the Assisting Party on BVES work controls including how work will be directed and construction standards used by BVES. Ensure Assisting Party understands what they are permitted to do and when they must seek Engineering approval for any deviations.
[5] Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.

Leader. The Logistics Group Leader shall contact the requested contracts and make the arrangements to receive the services. Appendix C, Contingency Contracted Services, provides contact information for anticipated contract services.

4.5.2.1. The Logistics Group shall work with the contractor(s) to establish the specific estimated time of arrival, mobilization and demobilization support needed, and the onsite contractor supervisor/foreman contact information.

4.5.2.2. Upon arrival of contracted crews, the Utility Manager, Field Operations Supervisor, and Logistic Group Leader shall meet with the contractor supervisor, introduce key staff, and go over the following:

- **Safety procedures:** Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.
- **Coordination meetings:** Agree upon how the contractor shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the contractor to have the supervisor spend time in the EOC with the Operations Group and out in the field with the contractor crews. Other options include having the Crew Forman check-in before and after each shift.
- **Communications:** Establish lines of communication with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.
- **Work controls and construction standards:** Brief the contractor on BVES work controls including how work shall be directed and construction standards used by BVES. Ensure contractor understands what they are permitted to do and when they must seek Engineering approval for any deviations.
- **Material usage:** Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.
- **Situation update:** Brief the contractor on the current situation, damage assessments and services that the contractor shall be required to perform. This is an excellent opportunity to develop an initial game plan with the contractor.

4.5.2.3. Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the contractor with a brief orientation tour of key facilities essential to supporting their work including the following:

- EOC
- Warehouse
- Stockyard
- Where to park trucks
- Material disposal
- Hazmat disposal
- Other logistics support (for example, where to fuel trucks)

4.5.2.4. Once the Utility Manager releases the contractor from providing further services, an out brief meeting shall be conducted with the contractor supervisor, Utility Manager and the Logistics Group Leader to ensure the following: lodging checkout is completed and bills are paid (if BVES handled mobilization); review material used by contractor and resolve any documentation issues; and discuss any lessons learned or areas for improvement to allow the contractor to be more effective in the future.

4.5.2.5. If a contract is not in place for contracted services that are determined to be necessary for emergency response actions, the Utility Manager may direct, with the President's prior approval, that emergency contracting procedures per the BVES's procurement policy be executed to the obtain the required services. Any verbal service requests should be followed up as soon as feasible in writing (normally by email) by the Logistics Group with the applicable contractor. The email should include the scope of work and price. This should then be followed up with the appropriate procurement documents (for example, contract, service purchase order, etc.).

4.5.3. Big Bear Valley Mountain Mutual Aid Association ("MMAA"). While MMAA does not have power line construction and repair resources, they do have access to significant support resources including traffic controls, road clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc. Therefore, when the Utility Manager determines that some of these resources are needed, he/she shall inform the Logistics Group Leader who shall coordinate with MMAA in accordance with the MMAA Agreement to request and obtain the desired resources. Coordination with MMAA supplied resources should include Point of Contact, resource estimated time of arrival, appropriate briefings and facility tours by the Operations Group (use the guidance in Section 4.3.1), and agreement on reimbursement if applicable.

4.6. **Catastrophic Events Memorandum Account (CEMA).** CEMA is a process to establish an account to allow utilities to recover the incremental costs incurred to repair, restore or replace facilities damaged during a disaster declared by the appropriate federal or state authorities. If a catastrophic event is declared a state of emergency by the state or federal government, then utilities can record costs caused by the event in this memorandum account. It should be noted that the utility cannot record or request recovery of costs incurred before the date the event is declared a state of emergency. By recording these costs, the utilities can later ask for recovery of these costs from the Commission. The CPUC then reviews these costs and approves them as appropriate.

4.6.1. Anytime the EDRP is activated, accurate records of expenses, labor hours, materials and other costs incurred during the recovery from the disaster shall be maintained such that the incremental costs of recovery efforts may be documented in the event CEMA is invoked. The Finance and Administration Group shall provide specific guidance to Staff to ensure accurate

records are maintained. Note that often a state of emergency is declared after the event and recovery have transpired, so each EDRP activation should be treated as a CEMA event.

4.6.2. The President shall coordinate with the Regulatory Affairs Manager to ensure that after a state of emergency occurs and BVES begins booking costs resulting from the event, that a letter is sent to the CPUC Executive President within 30 days. The letter shall provide not only the details of the disaster but also an estimate of the costs to be incurred. The Finance and Administration Group shall develop the estimate for the letter with input from the Operations Group.

4.6.3. Regulatory Affairs Manager shall request cost recovery of the CEMA in a formal proceeding. The Utility Manager with assistance from Accounting Supervisor shall provide the necessary details to support Regulatory Affairs in the CEMA filing.

4.7. **Evacuation.** In the event public officials declare an evacuation order, for all or parts of the Big Bear Valley area, staff's first priority is to address the immediate needs and safety of themselves and family, and once that is taken care of then each employee has a role to play as follows.

4.7.1. Critical Workers**.** Certain staff are considered Critical Workers and are issued an Emergency Pass by the San Bernardino County Sheriff's Department. The Emergency Pass is only to be used for BVES work and in accordance with local authority instructions. The Emergency Pass should never be used for personal reasons. BVES Critical Workers are:

- President
- Utility Manager
- Field Operations Supervisor
- Utility Engineer & Wildfire Mitigation Engineer
- Senior Technical Operations Support Specialist
- All Linemen
- Field Inspector
- Substation Technician
- Meter Technician
- Power Plant Operators
- Other staff as designated by the Utility Manager

Every two years the Administrative Support Associate shall request new Emergency Passes for the BVES staff classified as critical workers. Also, when new staff arrive the Administrative Support Associate shall obtain an Emergency Pass for them if they are classified as critical workers.

4.7.2. Evacuation Order. In the event government authorities declare an evacuation order for the Bear Valley area, all staff shall follow the evacuation procedure. For partial evacuation orders, the Utility Manager shall evaluate the extent and impact of the partial evacuation and determine if this procedure should be executed and if modifications to the procedure are warranted. For example, an evacuation order for Fawnskin only would likely result in BVES

implementing its EDRP and staffing its EOC, the evacuation procedures would likely not need to be executed.

4.7.2.1. *Utility Manager* shall:

- Direct all non-evacuated staff actions.
- Implement the EDRP.
- Consult the local government Incident Commander (IC) and/or applicable Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES) and determine the desired condition of the distribution system and any support needed.
- Place the distribution system in a safe condition while supporting as practicable the IC's efforts.
- Determine the necessary support staff required to safely operate the system and in consultation with the local government IC where they should be located. If the local government IC determines support staff may safely be located at the BVES Main Office, then that is preferred. If it is not safe to remain at the BVES Main Office, the BVES support staff shall relocate to the Base Camp being utilized by the IC or other designated area as agreed upon by the IC.
- Inform the President of the plan.
- Provide instructions to Critical Workers.
- Release any staff who are no longer needed and direct them to safely evacuate.
- When the evacuation order is lifted, direct restoration activities as needed and the return to normal operations.

4.7.2.2. *Staff classified as Critical Workers* shall:

- Report to the designated area as directed by the Utility Manager. Support staff relocating to the Base Camp or other designated area shall bring utility trucks and equipment as determined necessary by the Utility Manager.
- Dispatch to perform tasks as directed by the Operations Group. BVES staff dispatched to perform tasks in the evacuated areas shall always perform these tasks in at least pairs and shall conduct a communications and status check with the Operations Group at least hourly.
- BVES Staff representative should be assigned to the IC's Base Camp to coordinate any support needed. BVES Representative assigned to the local government IC Base Camp or an EOC shall be designated by the Utility Manager, knowledgeable of the BVES distribution system, and have direct access to the Utility Manager such that IC and/or EOC requests are not delayed.
- Consideration shall also be given to providing BVES Staff representative to supporting Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES).
- Released critical workers in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.3. *Non Critical Worker Staff* in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.4. *Energy Resources Manager* shall:

- Direct all evacuated staff actions.
- If the General Office is not to be used as the evacuation point, designate a suitable area for evacuated staff to gather.
- Perform an accounting of the whereabouts of all BVES staff. Inform the President. • Setup remote support EOC and establish the Planning, Logistics, and Finance & Administration Groups with available staff.
- Establish continuous and reliable communication lines with Operations Group remaining in the service area.
- Provide resources as requested by the Operations Group.
- Provide updates to President, Regulatory Affairs, and Senior GSWC Staff.
- Make preparations to obtain utility mutual assistance via the California Utilities Emergency Association (CUEA) and/or contracted Linemen as determined necessary by the Operations Group.
- When the evacuation order is lifted, coordinate with the President and Utility Manager the orderly and safe return of staff to the service area.

4.7.2.5. *Customer Supervisor* shall:

- Establish remote customer service support.
- Update public information media as applicable (press releases, website and social media updates, IVR messages, etc.).

4.8. **End State.** The Utility Manager shall direct the transition from emergency response operations under this plan (Level 1 or 2) to normal operations (Level 3) when the following conditions are met:

- BVES system is no longer at risk for continued disruptions due to the incident.
- BVES power supplies are have been restored to meet service area load demand and are evaluated as reliable.
- BVES sub-transmission system is restored to meet service area power delivery needs and is evaluated as reliable.
- BVES substations and distribution systems are restored to meet service area power delivery needs and are evaluated as reliable.
- Response crews have been demobilized.
- System issues and problems are within the normal Level 3 response capabilities.

- Long-term customer support has been established as necessary (for example, following a declaration of a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service) and is capable of being properly managed by the normal supervisory element.

Generally, the transition from Level 1 shall be progressive to Level 2 as emergency response requirements wind down and then to Level 3.

4.9. **After Action Reports.** Once the incident is officially terminated, the Utility Manager shall schedule and conduct formal hot washes/debriefing sessions with applicable staff and have an After Action Report prepared. The After Action Report should include:

- Dates/times of the incident
- Description of the incident
- Level of plan activation and if the EOC was staffed
- Records of public communications that were performed
- List of damages to system
- List of personal deaths, injuries, and other accidents associated with the incident
- List of external (contracted and mutual aid) resources utilized
- Develop incremental cost of emergency response actions
- Lessons learned
- Evaluation on whether or not the plan was properly followed
- Specific improvement actions including assignment of responsibility to complete and due date

A thorough follow-up includes reviewing all plans and procedures, making the necessary revisions from lessons learned, and ensuring distribution to all stakeholders/plan holders.

4.10. **Annual Emergency Response Plan Training and Exercise.**

4.10.1. Annual Training. The Utility Manager shall conduct staff training for designated personnel on the Emergency Response Plan in preparation for emergencies and major outages each year just before the winter storm season; typically, in September or October. The training shall be designed to overcome problems identified in the evaluations of responses to a major outage or exercise and shall reflect relevant changes to the plan.

4.10.2. Annual Exercise. The Utility Manager shall conduct an exercise annually using the procedures set forth in this emergency plan. If the BVES uses the Emergency Response Plan during the twelve-month period in responding to an event or major outage, the annual exercise is not required for that period. However, the Utility Manager should also evaluate whether or not staff would benefit from the exercise regardless of the fact that the Emergency Response Plan was utilized within the previous 12-month period. For example, if a major change to the Outage Management System is installed since the last Emergency Response Plan activation, it would be appropriate to at a minimum exercise that portion of the plan.

4.10.3. Exercise Notice. The Utility Manager shall provide no less than ten days' notice of the annual exercise to appropriate state and local authorities, including the CPUC, state and regional offices of the OES or its successor, the California Energy Commission, and emergency offices of the counties in which the exercise is to be performed.

4.10.4. Exercise Evaluation. The response to an exercise or major outage shall be evaluated per Section 4.9. The evaluation shall be provided to Regulatory Affairs Manager so that it may be forwarded to the CPUC as part of the report required by GO-166 Standard 11.

4.10.5. Emergency Response Outreach Training. The Utility Manager shall conduct outreach with the county and city emergency response officials and participate as applicable in other emergency exercises designed to address problems on electric distribution facilities or services, including those emergency exercises of the state and regional offices of the OES or its successor, and county emergency offices.

4.11. **Initial Notification.** The Utility Manager shall ensure that the notifications in accordance with the requirements provided in BVES's Electric Utility Emergency Reporting Policy and Procedures are achieved within the required timeframes.

5. Emergency Response Communications Plan.

5.1. **Strategy Overview.** Achieving unity of effort provides for the most effective and efficient emergency response. This is best attained through the "4 C's" of disaster planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of the EDRP. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

During a major outage the Operations Group shall make it a priority to provide the following information to the Public Information Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available. Don't let ETRs become stale (for example, if a posted ETR is extended, update the posting with a revised ETR).

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the EDRP. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain "call center metrics" that measure customer access to information on customer service calls and web host availability during an emergency or disaster.

5.2. **Establish Multiple and Effective Communication Channels.** Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters and/or following such events. For example, some customers may

lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore is dependent on having many overlapping layers of communications.

5.2.1. Outbound Communications

- BVES website
- BVES social media
- Online meetings/broadcasts
- Interactive Voice Response System
- Press releases to local media
- Press conference
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Two-way text messaging
- Door hangers
- Keeping staff who interact with customers informed with latest message
- Advertising
- Community workshops and presentations
- Mail (for example, flyers, newsletters)
- Bill inserts
- County and City communication systems
- Big Bear Chamber of Commerce email blast
- City email blast
- Bear Valley local government, agencies and utilities Public Information Group

5.2.2. Inbound Communications:

- Interactive Voice Response System
- Call center phone lines
- BVES social media
- Customer service windows
- Bear Valley local government, agencies and utilities Public Information Group
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- Activate internal PSPS list
- Press inquiries
- iRestore Reports

5.2.3. Internal Communications:

- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging

- FaceTime, Skype, Online Meetings, etc.
- Intranet – shared drives, internal applications, and SharePoint
- Radios – VHF
- Direct reports

5.2.4. There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated.

5.2.5. Besides having multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

- Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
- Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
- Maintaining accurate contact information with key stakeholders per Section 3.11 (Key External Contacts List) of this plan.

5.3. **Conduct Pre-Incident Outreach and Education.** BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and emergency preparedness. An important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster. *A community that is knowledgeable and ready for emergency events will be a force multiplier in emergency response actions*.

5.3.1. City and County Outreach. The Utility Manager shall coordinate with city and county officials in compliance with Public Utilities (P.U.) Code Section 768.6, which requires the following outreach by BVES:

- In developing and adopting an emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.
- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on draft emergency and disaster preparedness plans.
- Every two years, in order to update and improve BVES's emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within its service area to meet with, and provide consultation to BVES. All recommendations and input will be considered and updated should it be determined to be beneficial for the EDRP. The meeting shall be noticed and shall be conducted in a public setting that allows

for the participation of appropriate representatives of counties and cities within the BVES service area. Participating counties and cities shall be provided with the opportunity to provide written and verbal input regarding BVES's emergency and disaster preparedness plan. For purposes of this public meeting, BVES may convene a closed meeting with representatives from every city and county within its service area to discuss sensitive security-related information in BVES's emergency and disaster preparedness plan and to solicit comments.

- BVES shall notify the commission of the date, time, and location of the above meeting. BVES shall memorialize the meeting and shall submit its records of the meeting to the commission.
- BVES may comply with the meeting requirement that is ordered by the Public Utilities Code by : i) making a presentation regarding its emergency and disaster preparedness plan at a regularly scheduled public meeting of each disaster council created pursuant to Article 10 (commencing with Section 8610) of Chapter 7 of Division 1 of Title 2 of the Government Code within BVES' service area; or ii) at a regularly scheduled public meeting of the governing body of each city located within the service area.

5.3.2. General Public, Customer and Stakeholder Outreach and Education (before an emergency). Utilizing BVES website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform and conduct outreach with the general public, customers and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES
- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

In addition to the above outreach, the Utility Manager shall endeavor to periodically brief key elements of the EDRP at Big Bear Valley Mountain Mutual Aid Association ("MMAA") meetings, Big Bear Joint Utility meetings, Big Bear Fire Department and Sheriff's Department leadership.

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES' emergency response plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during emergencies the BVES Leadership Team may seamlessly engage these groups. The Utility Manager and Customer Service Supervisor shall develop a contact list of the key staff at local government and agencies to notify during emergency events. The contact list should include preferred and back-up means of contact (for example, mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

5.4. **Provide Outreach in Prevalent Languages.** United States Census data shows that the top three primary languages used in California are English, Spanish and Chinese (including Cantonese, Mandarin and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

5.5. **Provide Emergency Incident Communications.** Utilizing the multiple communications channels discussed earlier, the Public Information Group and Emergency Response Leadership Team shall engage and educate the general public,

local government and its agencies, and other key stakeholders to provide notification of outages and emergencies, estimated time to restore service, cause of outage (if known), and periodic updates as appropriate. The following sections provide detail on how these communications shall be conducted.

5.5.1. Set Expectations and Develop Trust. When an emergency occurs, BVES shall communicate with the general public, customers, local government and its agencies, and key stakeholders as soon as possible to set expectations and address emergency issues. When business operations or households are disrupted by power outages, customers expect to know how long they shall be impacted. Thus, estimated restoration times (ETRs) shall be developed, monitored, adjusted and communicated. Establishing ETRs is a key function of the Operations Group. Regulators and local government officials shall be notified regarding the impact to communities per GO 166 Standard 6. Customer Service Supervisor shall:

- Work with BVES's public relations contractor subject matter experts (SMEs) to develop consistent and accurate BVES messaging to customers and stakeholders.
- Employ consistent and frequent multi-channel communications to disseminate information that leverage and reinforce one another.
- Brief employees; especially field staff and customer service representatives, on the latest information so that their interactions with the public are consistent with the messaging.
- Coordinate closely with the Operations Group to provide customers and stakeholders system updates including best known restoration times.
- Ensure that all communications are accurate and always factually correct. If incorrect information is inadvertently issued, then it is important that a correction be issued as soon as known and that the error be acknowledged. If information is not certain, then avoid reporting it or qualify it as appropriate. For example, "BVES has received reports of a downed tree on its power lines on Moonridge Road; field crews have been dispatched to validate the report and assess any damage that may have resulted."
- Strive to be transparent; it is absolutely critical to our credibility and to ensuring that the public, customers and stakeholders have the upmost confidence in our ability to perform our essential public service – providing safe, reliable, and high quality electric service.
- Per GO 166 Standard 6, BVES shall provide an initial notification within one hour of the identification of a major outage or other newsworthy event. BVES shall also notify the Commission and San Bernardino County Warning Center at the Office of Emergency Services of the location, possible cause and expected duration of the outage. The Warning Center at the OES is expected to notify other state and local agencies of the outage. Subsequent contacts between state and local agencies and BVES shall be conducted between personnel identified in advance, as set forth in Standard 4.B (Communications Strategy with Government). From time to time the Commission staff may issue instructions or guidelines regarding reporting.

5.5.2. Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these

officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local "Public Information Officer" developed through MMAA group email notifications and status updates.

5.5.3. Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These pre-planned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means:

- News releases (newspaper, online news outlets, radio, etc.)
- Website updates
- Social media updates
- IVR messages
- Two-way text communication
- Email notifications to customers
- Other public and customer engagement media (for example, City of Big Bear Lake's email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, "BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at www.bves.com."

5.5.4. Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a BVES spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether "on the record" or "off the record" automatically becomes a spokesperson for the BVES willingly or unwillingly.

5.5.4.1. *Authorized Media Engagement.* The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall work closely with the Operations Group to ensure they have accurate information, develop press releases with the assistance of the BVES's public relations firm, coordinate releases with other organizations such as local government and agencies, and clear press releases with the President prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter's name, organization, and phone number.
- Write down any questions the reporter may have.
- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

5.5.4.2. *Press Release Content.* The Public Information Group shall develop press releases from pre-planned press release templates as feasible. These are especially useful in the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope. As the Operations Group obtains more accurate information from Field Crews, the press releases should be updated accordingly. Additionally, they shall consult with BVES's public relations contractor to develop press releases and an engagement strategy tailored to the specific emergency.

Press releases should make the best attempt at addressing the "who, where, why, what, when, and how" to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, "Moonridge Area", "from the Village to the Dam on the South shore of the lake", "from Pine Knot Ave to Paine Rd on the South Shore of Big Bear

Lake", etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.

- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of damage/problem. Use simple descriptions that a non-utility audience would understand (for example, "car hit a ground mounted transformer causing sufficient damage to take it out of service," "an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line," "loss of power supply from Goldhill due to fault on Southern California Edison equipment," etc.).
- **(When)** Whether or not Field Crews are conducting repairs to restore power. If crews are not on site, provide an estimated time of arrival if available.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Pictures of the damage and field crews conducting repairs are always very useful.

5.5.4.3. *Press Release Protocols*. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the BVES to the media. Press releases shall be drafted, approved, and released per the protocol shown in Figure 5-1, Press Release Protocol.

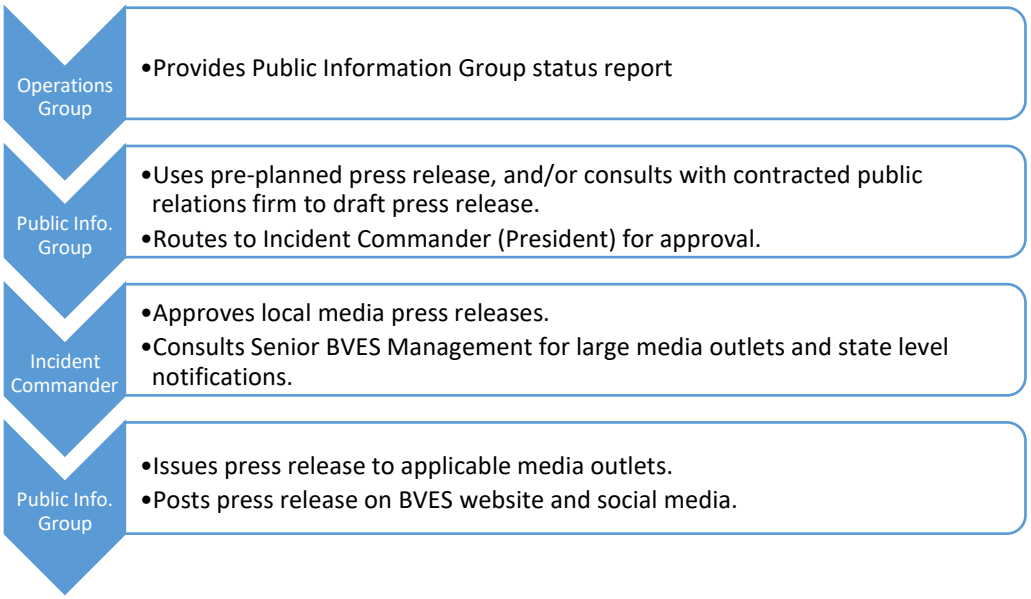


Figure 5-1: Press Release Protocol

5.5.5. Post Emergency Event Close-out Statement. Once the Emergency Response is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the emergency event and provide any post incident support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

5.6. **Reports to the Commission.** The Utility Manager shall ensure required reports to the Commission and its Divisions are made in a timely and complete manner. These reports include:

- Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of an outage if the outage meets the major outage criteria of GO-166.
- Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut-off per ESRB-8.
- Provide a report (written) to President of SED no later than 10 business days after the shutoff event ends per ESRB-8.

6. **Customer Support in Emergencies.** In the event the Governor of California declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement certain customer service actions as described below. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols span customer billing, support for low income, life support, Access and Functional Needs (AFN) customers, and other forms of customer support.

6.1. **Support for Low Income, Life Support and AFN customers.** The Customer Care Team shall freeze low income, life support, and AFN customer accounts and stop all California Alternative Rates for Energy (CARE) High-Usage tracking. The Supervisor shall work with implementation contractors and emergency assistance programs to update affected customers on eligibility requirements and enroll them in assistance programs.

6.2. **Billing Adjustments.** The Customer Care Team shall freeze accounts and stop billing during the disaster event to ensure bills are not estimated or generated for affected customers. Billing shall resume once the case is closed by the Customer Care & Billing (CC&B) technical team, upon notice from the Supervisor.

6.3. **Deposit Waivers.** The Customer Care Team shall add a designated customer contact for all affected customers. The contact shall reside within CC&B for up to one year from the date the emergency ends. This shall allow BVES to easily track the customer's account, so when service is re-established, the utility shall know to waive any associated fees and to expedite customer re-connection.

6.4. **Extended Payment Plans.** The Customer Care Team shall freeze all payments on affected customers' account to avoid affecting their credit. All affected customers shall be notified that an extended payment plan option is available for any past due payments.

6.5. **Suspension of Disconnection and Nonpayment Fees.** The Customer Care Team shall freeze affected customer accounts, so disconnections and nonpayment fees are not generated during the disaster event. Once the emergency ends, the Supervisor and/or Specialist shall contact the CC&B Team to "close" all affected customer cases. This shall automatically transition the customer's account back to the normal state. BVES shall simultaneously begin assisting with service restoration and deposit waivers.

6.6. **Repair Processing and Time**. During emergencies, BVES shall set up specialized repair teams to expedite repair processing. If additional support is needed, BVES shall leverage mutual aid programs with other emergency response resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

6.7. **Access to Utility Representatives.** The BVES Engineering Technician shall arrange for connections and facilitate expedited services. Leveraging its IVR system, BVES shall be able

to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

6.8. **Access to Outage Reporting and Emergency Communications.** During emergencies, BVES shall invoke its emergency communications plan per the EDRP to attempt to reach as many customers as feasible with outage, restoration and recovery information via multilayered communications channels and multiple languages per Section 5.4 of the EDRP.

Appendix J: 2022 PSPS Presentation

2022 Wildfire Mitigation PlanPublic Safety Power Shutoffs

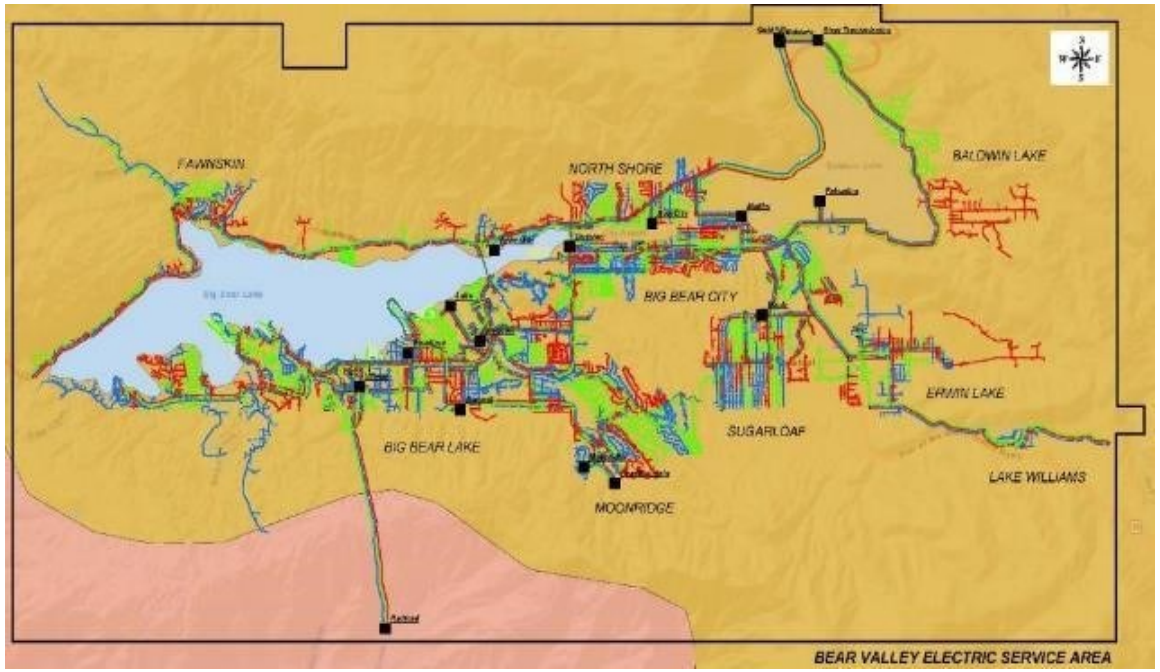
May 19, 2022

- Overview
- Decision-making Criteria
- Exercises
- Investing in Safety
- Questions?

BEAR VALLEY ELECTRIC SERVICE, INC.

Powering The Mountain Since 1929

Overview



Location: 32 square miles of rural and mountainous terrain at approximately 7,000 ft. in San Bernardino Mountains (80 miles East of Los Angeles). Heavy tree and vegetation density and mostly dry environment (80.5%)

Key jurisdictions: County of San Bernardino, City of Big Bear Lake, US Forest Service

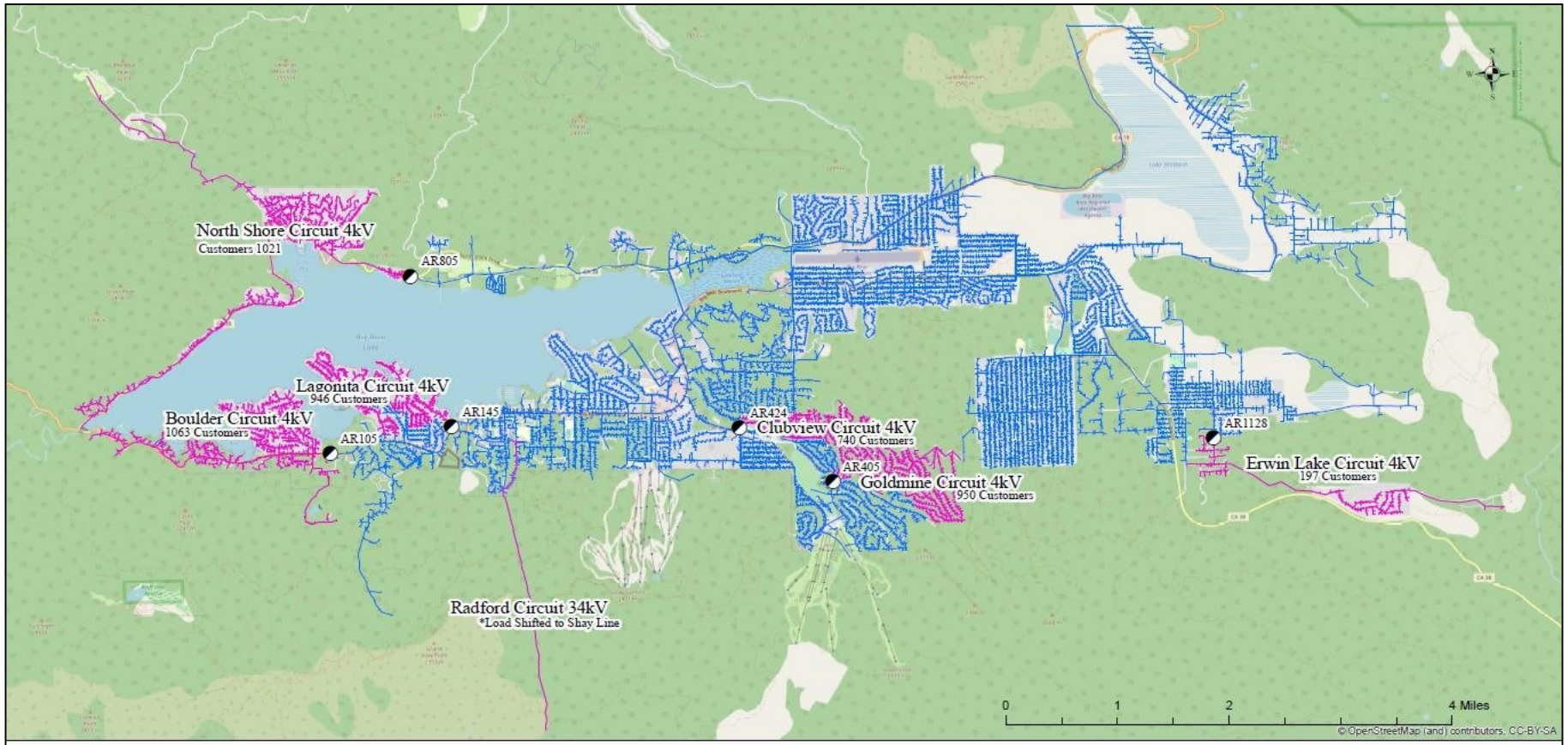
Customers: 24,562 total [23,065 residential and 1,497 commercial]
CARE: 2,032; Medical Device: 238; AFN: 14

Decision-making Criteria

Medical Baseline customer information is updated frequently via several list contributors and outreach methods.

Chain of Responsibility	President	Utility Manager	Field Operation Supervisor	Utility Eng & WF Mitigation Supervisor	Customer Program Specialist
	Overall responsible for the PSPS Plan and it is updated as appropriate	Responsible for executing the BVES the field transmission and	Responsible for directing operations in engineering design of the	Responsible for fire prevention planning and Plan resourced, trained	Responsible for the BVES Communications upon, electric distribution, substations	PSPS Plan and ensuring properly implemented, subexecuted, and

High Risk Areas for PSPS Consideration



BVES "High Risk Areas" for PSPS Consideration

BEAR VALLEY ELECTRIC SERVICE, INC.
POWERING THE MOUNTAIN SINCE 1929

Legend

- Auto-Reclosers
- De-energized Lines
- Energized Lines

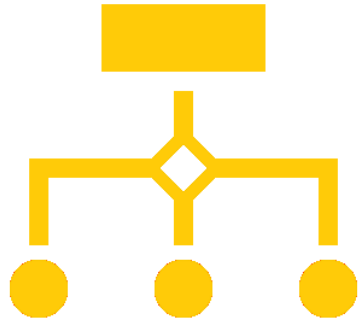
Exercises

Last exercise was conducted on April 14, 2022

- Several lessons learned, which resulted in updating BVES PSPS Policy and Procedure Plan

Next PSPS exercise planned for June 21, 2022:

- Scenario will be a BVES directed PSPS event due to high winds and high wildfire threat conditions.
- Will execute communication and notification protocols.
- Will coordinate Community Resource Center and amenities.
- Will deploy Wildfire Response Team.
- Will conduct re-energization patrols.
- Will exercise all levels of communications with local government, agencies, stakeholders, and the public.
- Will encourage local government, agencies and stakeholders to participate.



Investing in Safety

Partnership with Davey Resource Group, Inc.
Following a successful program launch in 2021, BVES has extended their partnership with Davey Resource Group, Inc. (DRG) to conduct Unmanned Aerial Vehicle (UAV) fly-over inspections of its sub-transmission and distribution system throughout the months of April and May.

Covered Wire Program
BVES strives to exceed requirements in its WMP by using a variety of safety, fire-hardening and grid-hardening strategies to reduce and eliminate the risk of wildfires. As drought and dryness are expected to continue across California for years to come, the utility is taking measures to protect lives and the land. For example, BVES became the first IOU in the U.S. to install fire-resistant-non-propagating covered wire across its service territory. The all-aluminum alloy conductor wire replaced existing 34-kV lines running throughout the utility's high fire-threat areas.

Investing in Safety – WMP Execution Performance

Risk Assessment & Mapping

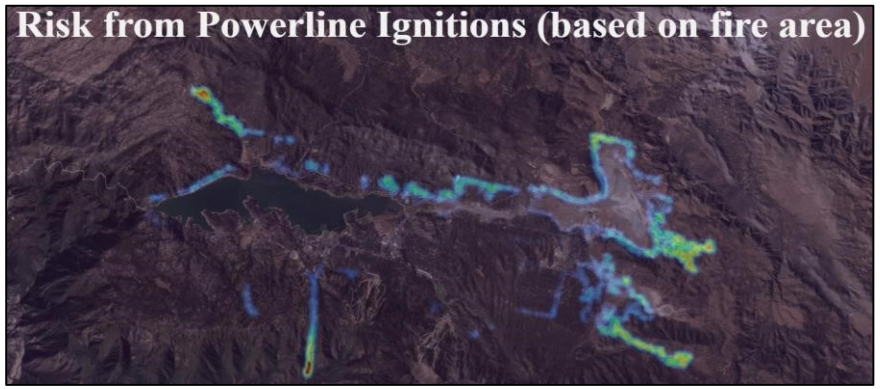
- Developed ignition probability risk and consequence maps
- Plans for 2022: Securing access to on-demand weather platforms for real-time simulations

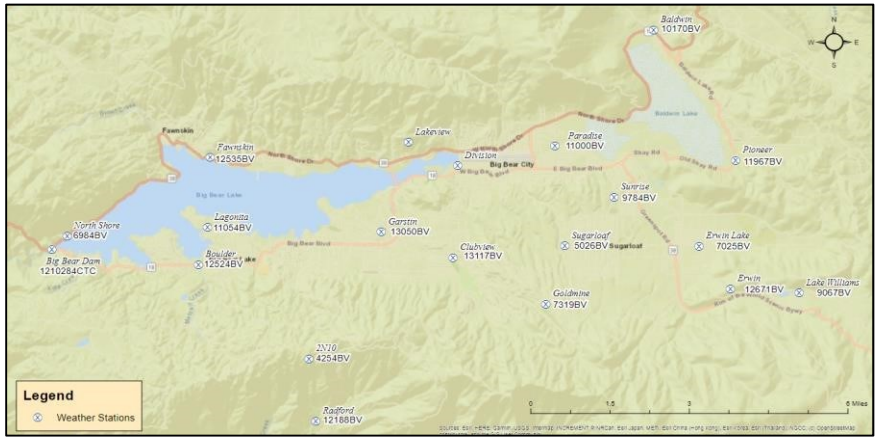
Situational Awareness & Forecasting

- Two final weather (of 20) stations installed in 2021
- 15 installed HD cameras for area-wide coverage

Grid Design & System Hardening

- Hardened 20 bare wire circuit miles, 12 of which hardened in 2021
- Technical/safety upgrades to the Palomino station
- Replaced all 862-remaining expulsion (conventional) fuses.
- 74 legacy tree attachments removed.
- BVES completed its Evacuation Route Pilot Program– with pole/cross-arm hardening
- All main evacuation routes will be hardened in 2022.





Investing in Safety – WMP Execution Performance

Asset Management & Inspections

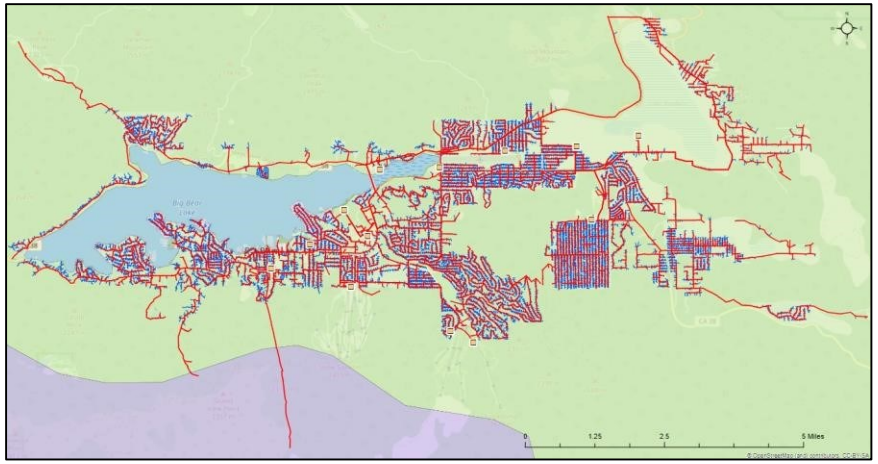
- Territory-wide inspections using UAVs and ground patrols covering 211 circuit miles
- An additional 78.56 circuit miles were LiDAR surveyed, raising total to 289.56 above the 211-circuit mile target
- Enhanced its QA/QC of inspections
- 3rd-party ground patrols with contracted forester

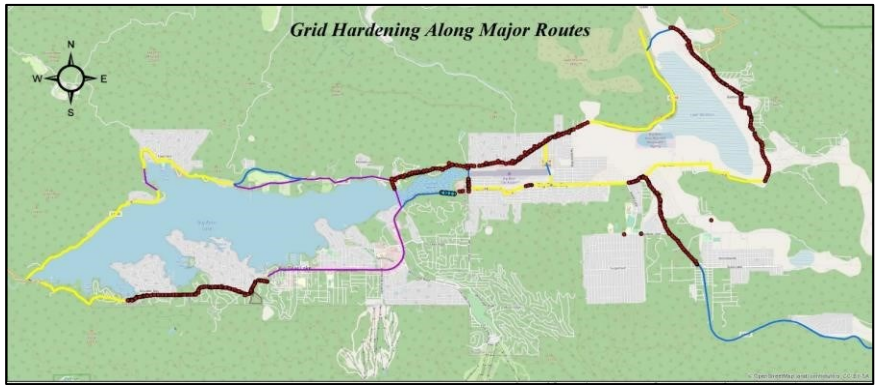
Vegetation Management & Inspections

- Annual detailed inspections exceeded planned 50 circuit mi. (54.9)
- UAV and ground patrol inspections covered 211 circuit miles along with the LiDAR inspections
- Vegetation density along ROWs by 18%.
- Developed QA/QC procedures for additional validation

Grid Operations & Operating Protocols

- Continued improvement for existing emergency preparedness and response program
- Further refinement of PSPS plan documentation targeted for mid-2022





Investing in Safety – WMP Execution Performance

Data Governance

- Addressed administrative gaps related
- Improved GIS data/mapping and continued refinement of its data schema mapping practice.

Resource Allocation Methodology

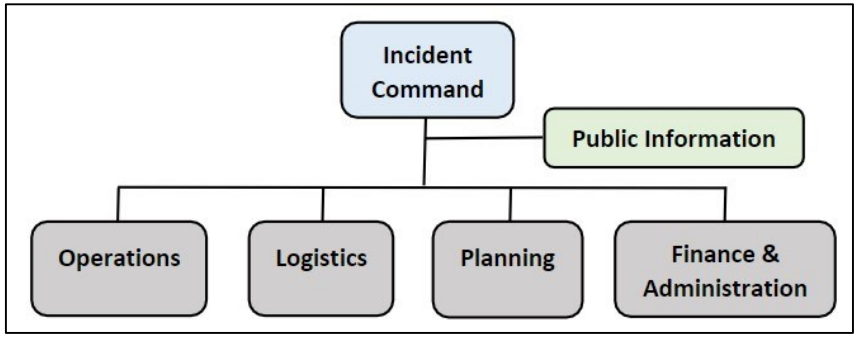
- BVES has met its targets for adequate resources in 2021
- For any immediate personnel needs, BVES hires outside consultants

Emergency Planning & Preparedness

- BVES reports no emergencies, PSPS events, or fire incidents in 2021, though remains prepared if program protocols are required
- Continued regular engagement with emergency responders/stakeholders

Stakeholder Cooperation & Community Engagement

- 602 engagement materials issued above target of 360 units
- BVES is improving AFN customers mapping within its GIS system and has issued self-identification notices to enhance tracking



Questions?

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Appendix K: 2022 Pre-Season Tables 07012022